SENIOR QUALITY AND PARTNERSHIPS MANAGER

1. Summary of duties

The post holder will report to the Deputy Director and provide support for the management, implementation and development of the University’s arrangements for assuring and enhancing the quality and standard of its validated provision. The post holder will also lead on the OU’s support and guidance to a number of the University’s partner institutions and liaise with academic colleagues in this work.

- Senior Quality and Partnerships Managers are expected to work as members of various project or functional teams. Examples include: the management and organisation of approval and review activity; working with colleagues in partner institutions or elsewhere in the University on quality enhancement led activities; leading and being responsible for the work of a project team;
- Senior Quality and Partnerships Managers are expected to organise a schedule of activities and visit institutions, attend meetings and conferences across and outside the University;
- Senior Quality and Partnerships Managers should expect to spend time away from home at a variety of events. This post involves extensive UK and international travel and including long-haul trips for up to a week at a time.
- Each Senior Quality and Partnerships Manager will work closely with administrative and support colleagues in OU Validation Partnerships; and with academic colleagues across the University.

Duties may vary, but the core activities will include:

- to be a nominated contact for a group of partner institutions (which will include overseas partners) and subject areas;
- to be responsible for the provision of authoritative advice, support and guidance to partner institutions, University colleagues and external peers on the University’s requirements and expectations in respect of the quality assurance of collaborative provision;
- to support and guide partner institutions in the development of their own arrangements for the management of quality and enhancement of the student experience;
- to participate in, and prepare University reports about, institutional and programme approval and review in conjunction, where appropriate, with other members of University staff;
- to evaluate, offer feedback, and report to the University on partners’ annual monitoring outcomes;
- to contribute to the University’s understanding and awareness of emerging strengths and weaknesses of its validated provision;
- to liaise with partner institutions, OU academics and other university staff in agreeing annual programmes of enhancement-led engagements for each institution;
- to foster and encourage academic dialogue between partner institutions and between the University and its partners;
- to service University committees or working groups that may from time to time be assigned, including the preparation of policy papers, agenda and minutes;
- to liaise with other OU Validation Partnership staff, working in a variety of OU Validation Partnership teams to support and deliver the Unit’s responsibilities;
- to supervise, as appropriate, the maintenance of records and correspondence provide accurate information and data in support of the Unit’s responsibilities;
- to represent the Director or Deputy Directors in external and internal activities and events, for example with employers, other institutions, professional or statutory bodies;
- to prepare any other papers and reports as required;
- to undertake line management of OUVP staff as required;
- to undertake such other duties as may from time to time be assigned by the Director or Deputy Director.
2. Person specification

Requirements (E = Essential/ D = Desirable)

### Education, qualifications and training

- A first degree, or equivalent higher education qualification or equivalent experience (E)
- Postgraduate Level in an appropriate discipline (D)

### Knowledge, work and other relevant experience

#### Essential:
- Experience of work in an FE/HE environment with an awareness of issues relevant to the higher education sector, nationally and internationally.
- Knowledge of FE/HE Quality Assurance and enhancement systems.
- Substantial experience of report writing and critical analysis.
- Stakeholder management experience
- Partner relationship management experience

#### Desirable:
- Line management experience

### Personal abilities and qualities

#### Essential:
- Excellent oral and written communication skills, including the ability to interpret policy and disseminate information effectively.
- Friendly and approachable, with a patient and facilitative manner.
- Excellent inter-personal and negotiating skills, with the ability and confidence to influence, advise and support others over whom there is no formal authority, including senior academic staff
- Flexibility and the ability to work co-operatively and responsively in a variety of team settings,
- Ability to work on own initiative
- Ability to prioritise and remain effective under pressure
- An understanding of and commitment to Equal Opportunity and Respect for Diversity policies in the OU and partner institutions
- Ability to travel and spend time in national and international locations, often at short notice and long-haul trips of up to a week at a time.
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