

Helpdesk Report: Head of Quality Assurance and Enhancement

by

Incomes Data Research

June 2019

This report has been produced by Incomes Data Research Limited as part of the ECC Labour Market and Pay Data Service.

Any queries relating to this report should be directed to:

t: +44 (0) 1702 669549

e: marketdata@incomesdataresearch.co.uk

Incomes Data Research Limited. Registered in England & Wales. Company No. 09327550.
Registered address: 71-75 Shelton Street, London WC2H 9JQ

Correspondence address: Incomes Data Research, The Studio, The Old Gasworks, 43 Progress Road, Leigh on Sea, Essex SS9 5PR

Contents

1. Introduction	4
2. Market salary data	4
2.1. Market data	4
2.1.1. Official earnings data.....	4
2.1.2. NHS data	5
3. Job advertisements	6
3.1. Data and summary	6
3.2. Job advertisements	6

1. Introduction

This report has been prepared by Incomes Data Research (IDR) and, as requested, it provides market salary data for the following role(s):

- Head of Quality Assurance and Enhancement

2. Market salary data

This section presents the market salary data. We aim to provide a minimum of three sources of information for each job to enable ‘triangulation’ of the results, and thereby provide the widest possible assessment of the market for this role.

2.1. Market data

The tables in the following sections provide the aggregate market salary for a full-time Head of Quality Assurance and Enhancement

2.1.1. Official earnings data

The data provided below is based on the Government’s latest Annual Survey of Hours and Earnings (ASHE), for November 2018. This survey, conducted by the Office for National Statistics, provides a snapshot of earnings each April and is based on a 1% sample of National Insurance numbers. ASHE is considered a reliable source of official earnings data.

The following table details the median and average UK gross annual pay for full time employees in the closest-matched occupational category. It also provides information on the annual percentage change which can be an indicator of labour market pressures.

Annual pay - Gross (£)¹ - For full-time employee jobs: United Kingdom, 2018

Description	Code	No. of jobs (000s)	Median	Annual percentage change	Average	Annual percentage change
Quality assurance and regulatory professionals	2462	68	£42,549	1.8%	£49,321	2.8%

Source: Table 14.7a, ASHE 2018.

2.1.2. NHS data

In this section we provide information on the salary range for the pay band likely to cover comparator jobs in the NHS. The NHS, with 1.2m staff is the largest employer in the UK and as such plays a key role in influencing market for many non-medical roles, particularly in education, given the links between parts of higher education and the NHS.

Quality Assurance Managers in the NHS are typically employed on Band 8a and the current salary range is between £44,606 and £50,819 a year outside of London and high-cost areas in the South East/South.

Roles based in high-cost areas qualify for the following supplements:

- Inner London – 20% of basic salary, subject to a minimum payment of £4,400 and a maximum payment of £6,778;
- Outer London – 15% of basic salary, subject to a minimum payment of £3,723 and a maximum payment of £4,744;
- Fringe – 5% of basic salary, subject to a minimum payment of £1,019 and a maximum payment of £1,763.

¹ Gross pay excludes bonuses but includes basic pay, shift premium payments, overtime pay, paid leave, maternity pay, sick pay and other pay.

3. Job advertisements

This section details current comparable vacancies from our database of advertised positions.

3.1.Data and summary

Head of Quality Assurance, higher education – advertised positions summary

	Minimum	Maximum
Average	£44,715	£51,604

Head of Quality Assurance - job advertisements

Reference ID	Organisation	Job title	Min	Max	Hours	Location
AC293	London Metropolitan University	Head of Academic Quality Assurance	£54,522	£60,531	Full Time	London
AC529	King's College London	Quality Assurance Manager	£45,259	£53,355	Full Time	London
AC786	London Churchill College	Head of Quality Assurance and Enhancement	£38,000	£42,000	Full Time	London
AC787	UK College of Business & Computing	Quality Assurance & Enhancement Coordinator/Manager	£45,000	£52,000	Full Time	London
AC788	University of Reading	Academic Developer	£40,792	£50,132	Full Time	Reading

3.2.Job advertisements

The following pages present the job advertisements for the above vacancies.



Head of Academic Quality Assurance

London Metropolitan University - Academic Quality and Development

Location:	London	Placed On:	3rd August 2018
Salary:	£54,522 to £60,531 inclusive of London Allowance	Closes:	24th August 2018
Hours:	Full Time	Job Ref:	18AQD0800
Contract Type:	Permanent		

[Apply](#)

ABOUT US

London Metropolitan University is committed to making education available to people from all walks of life and plays an important role in society and our local community. We offer a diverse range of courses across a range of disciplines in three locations across London.

ABOUT THE POST

The newly formed Academic Quality and Development (AQD) department at London Met has an exciting vacancy for a Head of Academic Quality Assurance to support the university in transforming student lives through excellent education.

Working to the Director: AQD, you will be leading a team of three Quality Managers, two Quality Enhancement Officers and two administrators who will be working to deliver efficient and effective quality assurance and enhancement practices, working in close and effective partnership with colleagues in the Schools of the university and other professional service functions, and meeting the external regulatory requirements that are placed on the university. You will be focused on delivering a service that supports the university in delivering strong academic and employment outcomes and an excellent student experience.

You will hold an undergraduate degree or equivalent, or have equivalent knowledge and experience. Significant experience of working in quality assurance in a Higher Education or regulatory setting will be essential, as is the ability to refine, develop and implement quality policies and processes.

You will have the skills and experience to manage and develop a team engaged in quality assurance and enhancement processes across a broad range of functional areas including: academic planning and development of the course portfolio; course validation/review/modification; external examining; annual monitoring; TEF support at institutional and subject levels; alignment with external standards and regulatory requirements; development of student engagement in quality processes; quality assurance of collaborative academic partnerships and the development of higher/degree apprenticeships.

You will also have recent experience as a member or officer of university/senior level committees and be confident at working at an institutional level.

For an informal discussion, please contact Jane Hoar (Director of Academic Quality and Development) on 020 7133 4515 or by email at j.hoar@londonmet.ac.uk.

Ref: 18AQD0800

Closing Date: 24 August 2018

To apply, please click on the apply button below and use the reference number to search for the post. For further information please visit our website at www.londonmet.ac.uk/services/jobs-at-london-met/ and quote the reference number.

Advert information

Type / Role:

Professional or Managerial

Subject Area(s):

Administrative

Senior Management

Location(s):

London



Browser Upgrade Recommended

jobs.ac.uk has been optimised for the latest browsers.

For the best user experience, we recommend viewing jobs.ac.uk on one of the following:



OK



Quality Assurance Manager

King's College London - Nightingale Student Hub

Location:	London	Placed On:	18th September 2018
Salary:	£45,259 to £53,355 Grade 7, inclusive of £3,223 London Weighting Allowance per annum	Closes:	17th October 2018
Hours:	Full Time	Job Ref:	G7/GFY/1771/18-MG
Contract Type:	Permanent		

[View Employer Profile](#)

[Apply](#)

Grade 7, per annum £45,259 to £53,355 inclusive of £3,223 London Weighting Allowance per annum

King's vision is clear – to make the world a better place. To deliver our vision, we are committed to developing and enabling excellent Professional Services. This means making the very best use of the resources available to us, developing a growing culture of service excellence and empowering everyone within the King's community and the whole Professional Services community to contribute to making our strategic vision a reality.

As a member of the King's Education & Students Function, you will have the opportunity to deliver a world-class student and academic experience, by working as one team to plan and deliver high quality services across King's. This is an ideal opportunity to further your quality assurance career in Higher Education within a world class university.

As one of our Quality Assurance Managers, you will contribute to the effective support and implementation of the Education Strategy and improvement of the student experience by ensuring that the Florence Nightingale Faculty of Nursing, Midwifery & Palliative Care operates the required King's quality assurance processes, as agreed with the functional service lead for quality assurance.

The successful candidate will have:

- Previous Higher Education experience, with an emphasis on managing quality assurance provision
- Experience of managing a quality audit or accreditation event
- Excellent attention to detail with methodical, exacting standards of written and numerical accuracy
- The capability to distil and apply a range of external regulation and guidance, and maintain up to date knowledge of statutory compliance obligations
- Resilience and resourcefulness, with the ability to remain calm when juggling priorities and meeting deadlines.

This post will be offered on an indefinite contract

This is a full-time post, 100% full-time equivalent

This is a full-time post - 100% full time equivalent

The selection process will include a presentation and a panel interview

If you have questions about this role, please contact: Barbara Dahill, Director of Administration and Business Development, Tel: 020 7848 3552, Email: barbara.dahill@kcl.ac.uk

To apply, please register with the King's College London application portal and complete your application online.

Advert information

Type / Role:

Professional or Managerial

Subject Area(s):

Administrative

Library Services & Information Management

PR, Marketing, Sales & Communication

Student Services

Location(s):

London

Head of Quality Assurance and Enhancement

London Churchill College

Apply

Location:	London
Salary:	£38,000 to £42,000 plus KPI bonus
Hours:	Full Time
Contract Type:	Permanent
Placed On:	12th April 2019
Closes:	11th June 2019

Purpose of the Role

London Churchill College is committed to delivering excellence in its programmes of study. It seeks year-on-year to achieve improved performance of students and staff in the classroom to ensure students achieve a 'value for money' education and exceptional learning experience and engagement with LCC. In this respect the role is crucial to the key strategic objective LCC has going forward to meet specific requirements set by DfE, OfS and QAA. Internally, the role is about the enhancement of learning, teaching and assessment across the provision underpinned by improvement in year-on-year targets.

To provide an efficient and effective Quality Assurance, Enhancement and Compliance administration service to the Principal's Executive Group (PEG). To ensure that all appropriate regulations and criteria from government and statutory bodies are fully understood and documents issued by the College and practices and procedures are in accordance with issued guidelines.

Key Areas of Duties and Responsibilities:

- Develop and implement the Colleges' Quality Assurance policies and other procedures and produce and/or update the quality assurance manual annually or when required.
- To design and implement an internal and external verification system.
- To assist or ensure that the policies and procedures are externally mapped against the UK Quality Code, regulations and rules of relevant regulatory and awarding bodies
- To ensure the College is fully in compliance with all demands from Government bodies including QAA, HESA, OfS, DfE etc.
- Review and comment on the external reports on the College and/or its programmes and associated action plans and responses to the reports.
- Review the internal Programme Annual Monitoring Report (PAMR), College Annual Monitoring Report (CAMR) or similar reports and provide commentary

on accuracy of the data presented in these reports and timeliness and achievement against the KPIs agreed at the College or programme level.

- Remind responsible officials to produce and comment on various operational manuals describing the processes, policies and procedures, individuals involved in the following:
 - Admission, Registration and Enrolment
 - Programme Registration and Registration with Pearson.
 - Registration, Attendance and CoC confirmation or instructions on the SLC system.
- To acquire relevant knowledge and understanding of all applications of the College's compliance database and utilise this effectively, ensuring that it is constantly revised and updated.
- To organise and plan the working day of the Quality Department efficiently, ensuring effective and productive use of time.
- To keep the PEG informed about any developments, trends or problems relating to compliance and quality issues.
- To project a professional image in all aspects of personal presentation.
- To assist with ad-hoc projects, campaigns and assignments as required.
- To provide support to other parts of the College as directed.
- To adhere to College policies, systems or procedures and codes of practice to which the company subscribes.
- To make recommendations to PEG concerning potential improvements to company procedures and standards.
- To complete all relevant office administration in line with company procedures.
- To perform any other duties as required from time to time by management.
- To attend training as and when is required.

To perform the following tasks

- Review assessment briefs for samples of all programmes delivered by the College every term and comment on the extent to which these assessment briefs are fit for purpose, relevant to work life, easy to understand, students find it enjoyable and easy to address.
- Arrange sample double marking of about 20 scripts spread across various programmes delivered by the College and comment on the marking.
- With Registrar and Programme Manager, organise markers and assessors training to ensure marking is fair to students and adequate and useful feedback is provided to students.
- Review samples of internal verification forms of assessment briefs and assessment decisions.

To perform management checks on the following:

- HESA (Data Future) Return
- Review accuracy of the records entered in the College SMS, submitted to the various committees and external agencies, and included in the College reports in relation to number of students, assessment submission, pass rates and progression rates.

- Accuracy of students' data held in various systems (such as Pearson's web-portal, college's SMS, HESA and SLC web system).

Person Specification:

- Significant experience of effectively managing quality assurance processes in higher education, or a similar environment;
- Significant experience of developing, implementing and reviewing policies relating to academic quality and standards;
- Proven analytical and problem-solving skills; including the ability to research, evaluate and present complex management data;
- Excellent communication skills, including the ability to write concisely, accurately and with purpose;
- Proven ability to work effectively with key stakeholders, including senior managers, academic staff, professional staff and students;
- Proven ability to effectively manage a challenging workload with conflicting priorities and tight deadlines;
- An enthusiastic and flexible approach to work;
- Knowledge and understanding of the UK Quality Code;
- Knowledge and understanding of the regulatory framework for Higher Education
- Educated to at least first-degree level.

Salary: £38-42K plus KPI bonus

Employment Type: Full time permanent

How to Apply

Please send your CV with cover letter to jobs@londonchurchillcollege.ac.uk

Quality Assurance & Enhancement Coordinator/Manager

UK College of Business & Computing

Location:	London
Salary:	£45,000 to £52,000 based on experience
Hours:	Full Time
Contract Type:	Permanent
Placed On:	15th April 2019
Closes:	15th June 2019

Apply

UKCBC are looking for an experienced Quality assurer to join a growing College with multiple site across London and Essex, to coordinate and maintain the quality the various campuses. They will contribute to the enhancement of systems, develop and implement strategies to achieve a high level of student progression, achievement and satisfaction throughout the College.

The successful candidate will have relevant experience and knowledge of the education sector and have experience within a similar position.

Key responsibilities:

- To report to Director of Quality Assurance, Enhancement & Development on all issues related to Quality Assurance, Compliance, regulatory and policy requirements as well as student support etc and ensure strict compliance to statutory and regulatory frameworks
- To coordinate, up keep and evidence records relating to Quality Assurance Standards, Compliance and Enhancement Audits and with reference to various internal and external regulatory, statutory, examiners and awarding organisation's.
- To liaise with various Heads of Departments, Chairs of Committees, internal and external stakeholders with reference to Quality Assurance and implementation of various systems, policies and procedure
- To assist in the upkeep, research and development of various records, policies, procedures, reports and action plans. Ensuring that actions are monitored continuously and addressed effectively.
- To coordinate and take note of minutes of various committees and ensure that relevant reference documents are made available to such committee meetings from time to time and implement action plans and schedules.
- To coordinate various student societies, activities and student focused initiatives for the purpose of enhancement and Institutional development
- To ensure that all the relevant policies, reports and processes are shared through electronic learning platforms with relevant members of staff, students

and provide up to date inputs on such provisions when requested by the internal members of staff.

- To coordinate the preparations and documentation for the purposes of compliance and coordination with Office for Students, QAA, Pearson, AAT and other bodies
- To prepare and coordinate documentation relating to Quality Assurance for meetings with the Board of Directors and Board of Governors. Ensuring relevant information is provided as requested.
- To ensure that the information provided to students and various other stake holders is Complete, accurate and current at all times
- To undertake any other duties and responsibilities as assigned from time to time by the line manager and senior management team

Essential Criteria:

- Qualified to degree level
- Relevant Experience in a similar position and within Higher Education sector
- Experience of working within a similar organisation

Desirable Criteria:

- Postgraduate in the discipline of Business Management or allied
- Prior experience in reviewing for QAA/ Examiner for Pearson or Other Universities.

Academic Developer

University of Reading - Centre for Quality Support and Development

Location:	Reading
Salary:	£40,792 to £50,132 per annum
Hours:	Full Time
Contract Type:	Permanent
Placed On:	21st May 2019
Closes:	19th June 2019
Job Ref:	SRF29088

[View Employer Profile](#)

[Apply](#)

The Centre for Quality Support and Development (CQSD) supports all aspects of teaching and learning enhancement, quality assurance, professional academic development and technology-enhanced learning. CQSD plays a leading role in the University's evolution of its approaches to teaching and learning, and in fulfilling its commitment to developing and valuing well qualified, professional staff.

We are seeking to appoint an Academic Developer and we would welcome applications from those seeking a full-time permanent post. The successful applicants will support and develop the enhancement of teaching, learning and assessment across the University, working on a range of projects in partnership with Schools and Teaching and Learning Deans, developing resources, and designing and delivering educational and professional development opportunities.

In addition to these activities, the successful applicant will take a leading role, as Module Convenor, in the development and delivery of the Academic Practice Programme for new staff who are involved in teaching and supporting learning.

You will have:

- In-depth understanding of pedagogical developments in higher education in support of learning at both undergraduate and postgraduate levels.
- A track record of effectively supporting the development and enhancement of teaching and learning.
- Experience of designing, delivering and supporting effective professional development for the enhancement of teaching and learning.

Informal contact details

Contact role: Head of Academic Development and Enhancement

Contact name: Joy Collier

Contact phone: +44 (0)118 378 4329

Contact email: j.collier@reading.ac.uk

Alternative informal contact details

Contact role: Programme Director, Academic Practice Programme

Contact name: Clare McCullagh

Contact phone: +44(0)118 378 4482

Contact email: c.e.mccullagh@reading.ac.uk

Closing date: 19/06/2019

Interview date: 12/07/2019