

Job Description

Job title: UK Validation Services Officer

Registry Services

Grade: E

Role profile: SME1

Full time

Permanent

	Duties of the role
Overall purpose of the role	The postholder will support the delivery of comprehensive validation services to the university's UK-based educational partnerships, including • The provision of account management services to collaborative partners, either as lead or supporting, and ensure the quality and standards of provision delivered through the University's network of collaborative partners is maintained and enhanced. • Ensuring that students and staff at collaborative partners have a high-quality experience. • Supporting the day-to-day operations of the Validation Service. • Delivering a range of project-based work, data reporting activity, and servicing boards/committees.
Main duties and responsibilities	Collaborative Provision ▪ Maintain and develop working relationships with Faculties and Professional Services to improve partnership arrangements between collaborative partners and the University. ▪ Provide comprehensive account management functions in respect of a designated portfolio of partners, ensuring that contract requirements including KPIs are met, SLAs are adhered to and the university provides a good customer service to the partner ▪ Maintain and develop the collaborative partner network. ▪ Develop content and contribute to the development of the team's website and intranet presence. ▪ Represent the team at University collaborative provision meetings to provide current knowledge on the status of specific and current partnership matters. ▪ In conjunction with managers, liaise with De Montfort Student Union (DSU) and appropriate counterparts in collaborative partners, to improve and facilitate student union communications and opportunities for collaborative students. ▪ Attend Student Staff Consultative Committees (SSCCs) / Student Voice meetings/fora at collaborative partners, ensuring actions are taken forward by

the appropriate areas of the University and outcomes are communicated to partners and students in a timely manner.

Event Management

- Contribute to the planning and delivery of a programme of contextualised registration schedules for collaborative partners.
- Contribute to the planning and delivery of contextualised induction programmes for collaborative partner students.
- Assist the team in the delivery of bespoke enrichment and progression events for collaborative partner students.

Other

- Support the wider functions of Educational Partnerships, Department of Academic Quality, and contribute to the delivery of key functions in the Directorate of Student and Academic Services.
- The post requires UK travel and at key points in the year, involves a degree of unsociable working hours.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	First degree or experiential equivalent	Essential		✓			✓
	Postgraduate qualification or experiential equivalent		Desirable	✓			✓
	Active engagement with personal development		Desirable	✓			✓
Previous Work Experience	Experience of the operation of partnership arrangements or working with external/corporate clients	Essential		✓	✓		
	Experience and proficiency in using SAP or similar (product lifecycle / customer relationship / resource planning) management systems	Essential		✓	✓		
	Experience of devising and improving systems and processes	Essential		✓	✓		
	Experience of servicing meetings, committees, boards		Desirable	✓			
	Experience of working in the higher education sector		Desirable	✓			
Specific Knowledge/Skills/Abilities/Motivation/Attitude Required	Ability to write clear and concise reports encompassing complex issues	Essential		✓			
	Experience of managing confidential and sensitive data, particularly in the context of GDPR	Essential		✓			
	Excellent organisational skills with ability to prioritise and manage own workload whilst working under pressure and to tight deadlines	Essential		✓	✓		
	Ability to build and maintain good working relationships, internally and with external partners and stakeholders	Essential		✓	✓		
	Excellent knowledge of IT systems and packages, including MS Office (or equivalent), with ability to create/manage/manipulate data and	Essential		✓		✓	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	provide analytical reports						
	Ability to work flexibly, use own initiative, and respond quickly to situations	Essential		✓	✓		
	Knowledge and understanding of quality assurance and enhancement principles	Essential		✓	✓		
	Understanding of government HE policy and agenda, particularly within the context of collaborative partnerships		Desirable	✓		✓	
Additional Requirements	Occasionally able to work outside normal working hours including evenings and weekends		Desirable	✓			
	Occasionally able and willing to travel and work across the UK		Desirable	✓			

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**