



Job title	Head of UK and International Membership Delivery
Band	6
Team	Contract Services
Responsible to	Director of Contract Services
Responsible for	Membership Collaboration and Resources Specialist Membership Delivery Coordinator

About us

QAA is the UK's independent quality body for tertiary education, and our purpose is to ensure that students and learners experience the highest possible quality of education.

We have changed to meet the evolving needs of a sector that has undergone reform across all nations of the UK. We are the UK's authority on quality and standards, acting as custodian on behalf of the sector of reference points including the UK Quality Code for Higher Education, Subject Benchmark Statements, and the Frameworks for Higher Education Qualifications. Throughout the UK we are the trusted partner of governments and funding bodies. In Scotland, Wales, and Northern Ireland, we work in collaboration with the sector to meet the needs of each nation. In England, our highly successful membership programme provides a rich source of resources to strategic leads, quality specialists and students and learners alike. Globally we are recognised as one of the world's leading quality bodies and support the UK sector as it welcomes international students and extends its reach through transnational education.

We are a remote first organisation and encourage day-to-day flexibility. It's important to us that our working environment enables us to deliver our services in a way and location that provides the best outcomes for our stakeholders and customers and meets their expectations. Alongside this we want individuals and teams to feel empowered to work where, when, and how they want, providing that business needs are met.

The Head of UK and International Membership Delivery role within our Contract Services team contributes directly to the delivery of the Agency's purpose.

The role

This role will lead and manage the ongoing delivery of worldwide membership services designed predominantly for higher education providers. The Contract Services team created to deliver these services will need to be flexible, agile and responsive to demands from the sector.

Key responsibilities

- Lead, manage, motivate and develop team members, building an effective team with the skills and capabilities to succeed, maintain and grow.
- Represent QAA's interests within the sector, generating stakeholder commitment to QAA's vision, and ensure that QAA is adaptable to changes in the sector.
- Engage with overseas partners/stakeholders, liaise with senior external UK stakeholders and promote UK higher education and the work of the agency.
- Develop and maintain a sound understanding of the context in which QAA work activities are performed, including a contribution to the evolution of knowledge of key policy areas relating to global higher education as well as QAA policy, practice and current activities.
- Drive business efficiency and cultural change across the team.
- Work with the product development and sector engagement team to develop a membership programme for higher education providers worldwide (UK, International Insights and International), ensuring the services respond to sector demand, emerging issues and benefit the sector and students.
- Reviewing existing services to ensure they remain fit-for-purpose and leading on the development of revisions.
- Operational oversight of the delivery of membership programme to higher education providers worldwide ensuring delivery in line with QAA's standards and client expectations, to include:
 - responsibility for the membership resources (including the creation, dissemination and promotion of attractive reports, materials and resources);
 - monitor the progress of individual activities, ensuring they are carried out on time and according to the published method/membership calendar, providing support and resolving issues as appropriate;
 - responsibility for oversight of the networking events, workshops and webinars;
 - responsibility for oversight of the collaborative enhancement projects;
 - responsibility for the delivery and management of QAA's International Insights offer;
 - management and oversight of QAA employees and assessors to ensure there is flexible deployment to meet the requirements of the membership programme;
 - providing definitive advice and support to ensure delivery of membership services is in line with contractual commitments;
 - proactively addressing potential issues with outputs (individually and collectively); and
 - Ensure that new service developments are introduced and managed successfully using appropriate project management tools and procedures, and resources allocated appropriately.
- Represent QAA at select conferences and international events as required.
- Develop specialist content for publishing across the Agency's digital platforms that is mapped to and aligned with audience and persona needs and is appropriate to the platform upon which the content is being published. Ensure all content is developed, published, reviewed and archived in accordance with the policies and procedures defined by the Digital Product Owner.
- Training others in the processes related to individual assessment activities.
- Manage budgets and resources relating to function.

- Stewardship of data relevant to the function of the team.
- Any other activities commensurate with the post in the context of a new and developing team and range of services.
- Establish, develop and maintain productive working relationships with colleagues within own team, group and across QAA; share information and ideas to inform practice and keep others informed of progress.
- Foster and maintain productive working relationships with colleagues both within own team and across QAA, emphasising collaboration and the sharing of knowledge. Actively share information and ideas to enhance practice and ensure others are kept informed of progress and developments.

Key contacts

- Director of Quality Assurance Services
- Higher education providers undergoing assessment, including senior members of staff
- Other colleagues in the Contract Services team
- Other teams within QAA, particularly in relation to business development, marketing and communications, account management and product development

Our job descriptions provide information about roles and their responsibilities at the date when they were created. They are intended to provide a general overview, and it is important to note that responsibilities and tasks may vary from time to time without changing the general character of the role or the level of responsibility entailed. Such variations are a common occurrence.

Person specification

Attributes	Criteria	* How measured
Experience	<ul style="list-style-type: none"> • Experience of overseeing successful operational delivery of complex processes or services according to agreed standards. • Experience of effectively managing and motivating a successful team. • Experience of managing projects and activities to an agreed specification and budget. • Experience of successfully managing a team of remote employees, flexible staff and casual workers. • Experience of the higher education sector. 	<p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p> <p>A,I</p>
Qualifications and training	<ul style="list-style-type: none"> • First degree or equivalent experience 	<p>A</p>
Knowledge, skills, and abilities	<ul style="list-style-type: none"> • Sensitivity and understanding of working in a customer and service-focused environment. • Ability to work effectively, as part of a diverse and dispersed team. • Ability to manage own work in a structured and well-planned way. • Ability to proactively manage teamwork, outputs, accountability, and work-life balance in a remote and flexible working environment. • Ability to manage performance effectively to ensure accountability and responsibility. • Knowledge of the regulatory and quality enhancement arrangements for higher education in England (particularly in relation to quality and standards). • Skilled in the development of creative and effective solutions to challenges. • Skilled in effective communication with stakeholders. • Ability to effectively plan the work of others to ensure outputs are delivered effectively and economically. • Confident and proactive in decision-making in ambiguous situations. • Strong attention to detail. 	<p>I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A, I</p>
Behaviours	<ul style="list-style-type: none"> • A willingness to work flexibly with a 'can-do' approach. • Contribute to a positive and inclusive remote work culture. • Open minded and adaptable to new ways of working. • Show initiative to meet the needs of QAA. • Demonstrate the highest standards of workplace ethics, honesty and integrity that inspires trust and confidence. • Ensure the image of QAA is represented in a positive, supportive, and professional manner. • Highly motivated and able to work in an agile environment. 	

	<ul style="list-style-type: none">• Proactive and self-motivated.• Interested in professional development and continuous improvement.• Ability to demonstrate, understand and apply our ways of working.	
Location	Flexible (providing it is within the UK) with some travel within the UK and, potentially, international travel.	

***A: Application; I: Interview; T: Interview Task**

Date: September 2024