

JOB PROFILE	
Company:	Italia Conti Arts Centre Limited
Department:	Quality Assurance
Role:	Quality Assurance & Data Officer
Reporting to:	Head of Quality Assurance
Direct reports:	
Location:	Victoria Place, Woking

ROLE SUMMARY
<p>The Quality Assurance & Data Officer is responsible for designing, reviewing and embedding quality systems and processes across the organisation. Working closely with the Head of Quality Assurance, they help ensure the standardisation of policies, documentation and procedures, support compliance with academic partner and awarding body requirements, and maintain inspection readiness across all courses and programmes.</p> <p>The postholder supports the consistent application of quality processes across departments, services key academic and quality committees, and maintains core documentation including the Operational Manual and Self-Assessment Report tracker. They also lead on the collation, analysis and presentation of quality-related data to inform monitoring, reporting and ongoing institutional improvement.</p>

KEY ACTIVITIES
<p>The following duties are not shown in order of frequency, nor is the list exhaustive, but rather an indication of the type and level of duties expected of the postholder.</p> <p>Quality Assurance and Internal Review</p> <ul style="list-style-type: none"> • Conduct and report on the Internal Inspection Process, coordinating with relevant staff to ensure findings are accurate and actionable. • Service internal quality-related meetings (e.g. Course Committees, Course Review Boards, Academic Quality Board, Assessment Board), supporting chairs to ensure meetings are run effectively and follow-up actions are tracked. • Liaise with Heads of Department, Course Leaders, Operations team and Directors of School to ensure quality processes are embedded, followed through, and aligned with institutional priorities. • Identify and flag areas for organisational, departmental and staff development arising from inspection outcomes. • Work with the Head of Quality Assurance on the preparation and submission of documentation for internal quality processes and external inspections, validations and accreditations. • Collaborate on designated quality projects and initiatives as directed by the Head of Quality Assurance. • Contribute to the annual reporting cycle, including departmental quality reports, enhancement reviews, and action planning.

Student Voice and Feedback

- Coordinate the student survey cycle across the institution, ensuring timely distribution, data collection and collation.
- Support the servicing of student representative structures, including scheduling, documentation and action tracking for Programme Boards and relevant meetings.
- Collate, summarise and share student evaluation data with relevant teams, tracking arising actions and outcomes to support ongoing enhancement.

Monitoring Student Support and Risk

- Maintain accurate records of student support cases, including Causes for Concern, disciplinarys, complaints, and fitness to study/train processes.
- Monitor case progression and ensure timely follow-up of actions in collaboration with academic, safeguarding and operational staff.
- Escalate unresolved or high-risk cases to the Head of Quality Assurance and relevant Heads/Directors of School.
- Track and report on patterns and emerging issues in support and risk across departments.

Data, Documentation and Reporting

- Collate, analyse and present quality-related data, including surveys, case records, and inspection findings, producing clear summaries, charts and reports to inform decision-making.
- Support the writing and editing of quality reports and institutional documentation.
- Maintain and update the Operational Manual and related documentation to reflect current procedures.
- Support production of institutional handbooks and documentation for staff and students, ensuring clarity and compliance with internal standards and external expectations.
- Maintain and update the live Self-Assessment Report (SAR) tracker, ensuring department contributions and quality actions are recorded, monitored and reported on as required.

Committees and Record-Keeping

- Manage the flow of feedback and documentation across internal committees and working groups.
- Take and circulate minutes for the Health & Safety Committee and other internal committees, supporting effective follow-up on actions.
- Maintain logs, trackers, and registers relating to internal inspection, student support, Causes for Concern, and committee actions.

Institution-Specific Duties

- Contribute to internal and external projects that support the strategic development of Italia Conti, as directed by the Head of Quality Assurance or SLT.
- Support compliance with expectations from validating partners, the Office for Students, CDMT, and other regulatory or sector bodies.
- Ensure quality processes reflect and support the distinct needs of professional vocational training in a conservatoire context.
- Undertake any other reasonable duties commensurate with the level of the post, as required by Italia Conti.

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none">• Educated to UK Level 6 (Bachelor's degree or equivalent) in education, management, the arts, or a related field.• Evidence of continuing professional development, particularly in relation to quality assurance, academic processes or the wider education sector.	<ul style="list-style-type: none">• Teaching qualification.• Higher Degree/Professional Qualification in Management/Education.
Knowledge/Skills	<ul style="list-style-type: none">• Knowledge and understanding of effective Quality Assurance policies and practices, including higher education quality frameworks.• Knowledge of inspection frameworks and requirements, including Ofsted etc.• Excellent IT skills, including conversance with Office365, particularly Microsoft Excel for reporting and data analysis purposes, and relational databases and MIS systems.• A keen eye for detail and excellent reviewing skills.• Excellent influencing and communication skills, both written and verbal, and an open and collaborative style.	<ul style="list-style-type: none">• Connection with the performing arts sector.• Experience working in a quality, registry or academic administration role within a HE or FE institution.• Familiarity with OfS, validating partners, awarding bodies, or sector regulatory expectations.• Knowledge of UK inspection frameworks (e.g. Ofsted, CDMT, QAA) and the preparation of supporting materials.

	<ul style="list-style-type: none"> • An ability to communicate with a variety of audiences and to present complex information in an accessible manner. • Personal integrity and high standards for self and others. • In-depth knowledge of the sector and key trends. • A positive, collaborative style and the willingness to work as an instrumental part of the wider Quality Assurance and Academic teams. • The ability to work well independently and as part of a team to produce work of a high standard to specific deadlines and at times under pressure. • A flexible, proactive approach to work and a positive attitude towards change. 	
Experience	<ul style="list-style-type: none"> • Experience of Quality Assurance processes and frameworks at either FE or HE level gained, for example, as part of a Quality Assurance or Academic Registry team. • Curriculum/educational background and experience of producing relevant course documentation/Handbooks etc. • Experience of an administrative or managerial role within a HE or FE context. 	<ul style="list-style-type: none"> • Experience of teaching, course/module leadership, and/or producing course-related documentation. • Experience using student records systems (e.g. ProSolution), MIS or case tracking tools. • Experience of educational inspection activities (e.g. Ofsted, CDMT, QAA, OFS) and the preparation of supporting materials.
<p><i>The above duties will inevitably change as the work of Italia Conti develops. The post-holder should therefore expect periodic variations to this job description. This job description may also be supplemented on a regular basis by individual objectives derived from the Italia Conti's strategies.</i></p> <p><i>The post involves commitment to working outside the normal hours and a willingness to work flexibly is expected.</i></p> <p><i>There is an expectation that all employees will maintain the values of the Italia Conti and will comply with its code of conduct as well as equality and diversity, health and safety and safeguarding policies.</i></p>		