

Job Description & Person Specification



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Job title:	Education Quality Coordinator
Reports to:	Education Quality Manager
Working hours:	Full-time 35 hours per week (1.0 FTE)
Salary band:	3a
Salary:	£32,520.71
Location:	Central London, mainly Holborn but flexibility to any UAL site.
Last reviewed:	13/05/2026

JOB PURPOSE

- Build and maintain strong working relationships with key staff and stakeholders within the UAL Colleges to enable the development and delivery of Arts SU's course-based activity and opportunities programme for the college.
- Recruitment, training, and development of course reps and school reps within UAL.
- Responsible for supporting student representation within UAL Colleges including coordinating the collection, analysis, and dissemination of student academic feedback through academic based campaigns, meeting notes, reports and committee papers within the College.
- Contribute to the strategic and operational planning of the Education Quality Team.

KEY RESPONSIBILITIES

1. Build and maintain strong working relationships with key staff and stakeholders within the UAL Colleges to enable the development and delivery of Arts SU's course-based activity and opportunities programme for the college.

- Proactively build and maintain excellent working relationships with university staff, promoting the union and the benefits of student and staff engagement.
- Communicate the union's services to course teams, tailored to the specific needs of their students.
- Collect participation data from activities for engagement tracking, ensuring accurate and GDPR compliant recording and storage.
- Analyse existing research to identify opportunities for the development of academic societies in collaboration with the Communities Development Team.
- Supervise student staff as necessary to deliver course-based engagement work in line with UAL and Arts SU policies and procedures.
- Support the delivery of the annual Arts Awards which recognise UAL staff and student contributions to providing an outstanding learning experience at UAL.

2. Recruitment, training, and development of course reps within UAL Colleges, whilst providing support for the elected officers and school reps linked to the college.

- Coordinate the recruitment of course reps on programmes in partnership with UAL in line with agreed processes.
- Maintain a course rep database by monitoring and capturing participation of Course Reps and their feedback in a timely manner to aid in-year reporting of interactions and engagements within the college and across the institution more widely.
- Support with the creation of robust plans for induction and welcome activity, including information on how to become a course rep and showcasing student experiences within the role.
- Deliver role specific and skills-based training and development opportunities to support course reps and school reps within their roles.

3. Responsible for supporting student representation within UAL Colleges including coordinating the collection, analysis, and dissemination of student academic feedback through academic based campaigns, meeting notes, reports, and committee papers within the College.

- Promote the effective participation of course reps in both UAL and Arts SUs student voice and democratic processes for supporting student-influenced decision-making in both organisations.
- Produce content and organise events and activity to raise the profile of course reps, school reps and College Officers and foster a community of course reps (eg. newsletters, events, socials and conferences).

- **Work at course level with course reps, student volunteers and course teaching teams to research and identify projects or activities that could improve student satisfaction and retention.**
- **Keep up to date on relevant course specific issues and briefings related to UAL and the Higher Education sector.**
- **Analyse and interpret institutional and national data, working closely with teams across Arts SU and UAL, to support the delivery of interventions and positive changes to students' learning.**

4. Contribute to the Education Quality team's strategic and operational business planning and delivery

- **Conduct primary and secondary research into key areas affecting the union's engagement work with the Colleges and share learnings with internal and external colleagues.**
- **Work closely with the Education Quality Manager and key stakeholders within UAL Colleges to develop college-specific engagement plans in relation to academic representation and students' sense of belonging through their academic study.**
- **Undertake operational planning activities, tasks, and projects as assigned by the Education Quality Manager and SLT.**
- **Support elected Officers with key information and insight relating to the Education Quality Team.**

General Duties:

In addition, all staff have the following general duties in their job descriptions:

- To deliver and develop targets outlined in the Union's strategic plan.
- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To always observe and uphold the requirements of the Union Constitution and act in accordance with policies including equality of opportunity.
- To undertake your own administrative duties.

- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of, their Induction, Personal Development, their role within Departmental Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's and welcome festivals and any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally, of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice are the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by line manager

Person Specification

CRITERIA	COMPETENCY	Assessment Type: Application (A), Interview (I), Task/Presentation (T/P)
Knowledge		
Experience of working in the third sector in a community development role or in an educational setting	Job related knowledge	(A)(I)
Knowledge of current themes affecting students in the Further/Higher Education sector	Job related knowledge	(A) (I) (T/P)
Experience of planning, delivering, and evaluating training and events	Job related knowledge	(A) (I)
Experience of data management systems and processes	Job related knowledge	(A) (I)
Skills		
Experience of communicating effectively with a range of diverse audiences, both verbally and in writing	Communication	(A) (I) (T/P)
Excellent time and project management skills. Ability to work under pressure and have a positive attitude towards problem solving and decision making.	Accountability and Personal Effectiveness	(A) (I)
Ability to manage and analyse large quantities of data, write data informed reports and make evidence-based suggestions to improve practice.	Technical Skill and Personal Effectiveness	(A) (I)
The ability to work effectively in a team environment as well as create and maintain strong working relationships	Teamwork	(A) (I)
Behaviours		

Desire to work within a democratic, studentled environment	Student Focused	(A) (I)
Approachable nature, with the ability to relate to a variety of audiences in an appropriate manner	Communication and teamwork	(A) (I) (T/P)
A commitment to the principle and practices of equity, diversity, and inclusion.	Inclusivity and accountability	(A) (I)