

Job Description & Person Specification



Job Description & Person Specification – Student Staff

Job title:	Education Quality Assistant
Reports to:	Hannah Lockey
Working hours:	8 hours per week
Salary:	£14.80 (London Living Wage)
Location:	Hybrid
Last reviewed:	15/05/2026

JOB PURPOSE

This job is to support the Education Quality team at Arts SU.

As the Education Quality Assistant, you will work alongside SU staff to maintain and improve the student voice systems at UAL through our academic representation functions and our annual events such as Arts Awards 2027 and Rep Conference.

Through analysis of student feedback and supporting the operational delivery of our events, the Education Quality Assistant plays a central role in ensuring Arts SU represents the needs of our 22,000 student members and 1400+ student reps across UAL.

The Education Quality Assistant will actively contribute to the work of the Education Quality team through research and analysis, supporting with resources creation, contributing to meetings, planning events, taking an active role in the development of the student rep community, and regularly communicating with our Course Reps to collect feedback and share insights with the team.

General Duties

- Support with monitoring the Course Rep inbox and sending digital communications to student reps, including LinkedIn posts, reminder emails, and updating web copy, to improve awareness and build community.

- To support the Education Quality team to plan and deliver activities to student representatives - this could include looking at the team's training materials, helping us to set up rooms for events, taking minutes during student forums, planning community events for PG reps etc. |
- Provide the administrative support required to ensure the delivery of EQ specific meetings such as College Rep meetings and College officer meetings. |
- Support the Students' Union in building successful and collaborative relationships with UAL staff across the various colleges, schools and campus sites. |
- Support the EDI research and KPI monitoring of student representation. |
- Support the Education Quality team with research and statistical analysis. This could be conducting an analysis of volunteer feedback or researching rewards and benefits for student volunteers. |
- Support with analysing data, report writing, encouraging policy change and producing recommendations to the EQ team. |
- To support the Education Quality team to update and maintain the course rep database in Excel. |
- Undertake logistical support of student feedback projects, such as organising focus groups with students and taking part in SU wide student voice initiatives when required. |

Person Specification

CRITERIA	COMPETENCY	Assessment Type: Application (A), Interview (I), Task/Presentation (T/P)
Knowledge		
Demonstrable understanding of Students' Unions or other democratic / voluntary organisations and the Course Rep system at UAL	Job related knowledge	(A)(I)(T)
Demonstrable experience of working effectively on own initiative	Achieving & Delivery	A)(I)(T)
Experience of supporting, motivating and developing people, including feedback	Continual Improvement and Seeing the Bigger Picture	(A)(I)
Skills		
Relevant administration experience as well as good general IT skills, including Word, Excel and Outlook	Technical Skills	(A)(I)(T)
The ability to create and maintain strong working relationships, corresponding with third parties on a day-to-day basis	Teamwork	(A)(I)
Excellent communication skills (written and oral) and the ability to explain detailed information to others	Communication	(A)(I)(T)
Behaviours		
Demonstrate understanding of the academic challenges students face today at University and at UAL	Student focused	(A)(I)(T)
Experience of working to set deadlines	Accountability	(A)(I)
Strive to achieve the your best and be willing to learn/grow.	Results focused	(A)(I)
Ability to write for different audiences, students and academic staff.	Personal effectiveness	(A)(I)(T)