

**Policy Officer (1.0FTE)  
Academic Quality Office  
Permanent**

Academic Quality Office

The Academic Quality Office, reporting to the Academic Registrar, covers a breadth of functions including:

- Academic standards and quality assurance
- Committee support for central quality assurance meetings
- Freedom of Information requests and management of the Publication Scheme
- Institutional complaints handling (Scottish Public Sector Ombudsman Scheme)

The Academic Registrar reports to, and deputises for, the Registrar and Secretary, and is part of a wider senior management team, which, with Academic Quality, includes the Academic Registry, Student Support and Development, Information Technology, Human Resources, Learning Resources, and Technical Support.

The Role

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Job Title	Policy Officer
Location	Glasgow (Rose Street)
Reports to	Academic Registrar
Purpose	Reporting to the Academic Registrar, the post holder will play a key role in developing, delivering and supporting the Academic Quality function at GSA. The main purpose of this role is the day to day management of Freedom of Information requests and institutional complaints management (Scottish Public Sector Ombudsman Scheme). The management of these processes is a core aspect of the role, as is the ability to offer both a supportive and regulatory approach in terms of compliance. In addition, the post holder will provide support to the Academic Registrar on various aspects of the Academic Quality Office provision including, but not limited to, policy review and development, report writing, and the provision of guidance and support.

### **Principal Accountabilities**

- Work closely with and undertake duties for the Academic Registrar to address relevant aspects of GSA's Academic Quality Office processes and procedures.
- Deliver expert, proactive, professionally and contextually relevant guidance and support on Academic Quality Office activity to staff at all levels, in particular, the Complaints Handling Procedure and Freedom of Information.
- Contribute to and provide support to the Academic Registrar and Senior Policy Officer in the development of policy, procedure, guidance and information, briefings and reports.
- Review relevant policy and procedure to reflect changes in the external and internal environment.
- Design and deliver staff training and development activities as appropriate.
- In conjunction with the Academic Registrar, day to day management and co-ordination of Freedom of Information requests and complaints, including the maintenance of relevant systems and processes.
- Responsible for alerting the Academic Registrar to more complex Freedom of Information requests and complaints so that guidance can be given to the post holder or the request/complaint can be transferred over to the Academic Registrar.
- Ensure accurate recording of Freedom of Information requests and complaints, providing a basis for reporting and improvement.
- Monitoring and provision of statutory and internal reporting, including the Information Commissioners Office, the Scottish Public Services Ombudsman, and the GSA Executive Group.
- Provision of relevant advice on data protection queries and contribute to and support the Academic Registrar in ensuring compliance of the Academic Quality Office in relation to the General Data Protection Regulations.
- In conjunction with the Academic Registrar and GSA Data Protection Officer, co-ordination and administration of subject access requests.
- Undertake and provide support in relation to Equality Impact Assessments to ensure continued compliance with the Public Sector Equality Duty.
- Where relevant provide administrative support to academic committees, working or project groups, under the direction of the Academic Registrar.
- Undertake continuing professional development and participate in sector level networks.
- Deliver any other duties that may be reasonably required by the Academic Registrar

## Relationships

### **Principal Internal contacts**

- Academic Registrar
- Senior Policy Officer
- Registrar and Secretary
- Head of Academic Registry and the Academic Registry Team
- Members of relevant GSA committees and groups
- Academic Support Managers
- Programme Leaders
- Heads of Departments (academic and professional support)
- President of the Students' Association

### **Principal External contacts**

- HEI's and sector working groups

## Person Specification

Experience and knowledge

### **Essential**

- HND or equivalent in a discipline relevant to the role and context
- Demonstrable knowledge and understanding of the principles of natural justice and their application to complaints.
- Demonstrable expertise and experience of Freedom of Information.
- Demonstrable expertise in policy development and report writing.
- Demonstrable expertise in effective project management and delivery.
- Relevant work experience in Higher Education or a related sector.

### **Desirable**

- Degree or professional qualification in a discipline relevant to the role and context.

Skills and attributes

- Sound ability to evaluate and interpret varying forms of information and data in order to make appropriate recommendations, and a matching capacity to synthesise information with sensitivity to context.
- Effective written and oral communication skills and proven ability to present challenging material clearly, succinctly and effectively to different audiences.
- A confident and cooperative style with an ability to build positive working relationships with colleagues and partners at all levels.
- The capacity to work effectively with challenge and conflict.
- Competent and confident user of standard IT software packages.
- A proven track record of working independently and in teams or working groups.
- Strong organisational skills and the capacity to effectively prioritise and manage a varied and changing workload.
- Proven ability to apply knowledge and expertise in a range of contexts.
- The ability to support others, provide and receive feedback and work collaboratively with a range of perspectives to achieve an optimal outcome.
- An ongoing commitment to learning and developing knowledge and skills.

**Terms and Conditions**

<b>Contract</b>	Permanent
<b>Probationary Period</b>	It is recognised that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
<b>Salary</b>	Grade 5 £27,025 - £31,302 per annum
<b>Hours</b>	35 hours per week
<b>Holidays</b>	30 days plus 11 statutory holidays per annum
<b>Pension</b>	Option to join the Local Government Superannuation Scheme
<b>Notice Period</b>	1 month