



## JOB DESCRIPTION

<b>JOB TITLE</b>	Quality and Compliance Manager (Drama School)
<b>DEPARTMENT</b>	Academic Affairs and Research
<b>TYPE OF CONTRACT</b>	Permanent, Full-time
<b>RESPONSIBLE TO</b>	Vice-Principal (Education and Research)
<b>COUNTERSIGNING MANAGER</b>	Vice Principal (Actor Training and Drama School)
<b>GRADE AND SALARY</b>	Grade 5  £40,409 - £45,481  Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
<b>HOURS OF WORK</b>	35 hours a week, (approx. 3 days on site at LAMDA and 2 days working from home)
<b>KEY WORKING RELATIONSHIPS</b>	Principal and Vice Principals, Head of Student Services and Registrar, Admissions and Student Services Manager, Subject and Discipline Heads, Course Leaders, Library Services Manager, Research Data and Digital Education Manager.
<b>INTERNAL</b>	
<b>EXTERNAL</b>	External Examiners, Advance HE, Guild HE, CUK
<b>PROBATIONARY PERIOD</b>	Your employment will be subject to a probationary period of 6 months
<b>BENEFITS</b>	
<b>(1) HOLIDAY ENTITLEMENT</b>	Generous annual leave of 28 days plus Bank holidays  (This is inclusive of any days when LAMDA may be closed i.e. towards Christmas closure)
<b>(2) PENSION</b>	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations

<b>(3) MATERNITY, PATERNITY AND ADOPTION PAY</b>	Enhanced maternity, paternity and adoption pay will be made for eligible employees
<b>(4) GP 24</b>	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
<b>(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)</b>	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
<b>(6) MENTAL HEALTH SUPPORT</b>	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
<b>(7) CYCLE TO WORK SCHEME</b>	LAMDA offers a salary sacrifice cycle to work scheme
<b>(8) EYE TESTS</b>	Sight test costs is reimbursed to employees who require VDU use
<b>(9) HYBRID WORKING</b>	Hybrid working may be offered for some non-student facing roles. We expect a norm of 40% of your time in the office and 60% of your time to be worked from home
<b>(10) GROUP LIFE ASSURANCE</b>	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in Service
<b>(11) SEASON TICKET LOAN</b>	LAMDA offers an interest free loan for the purchase of an annual season ticket
<b>(12) REWARDS MARKETPLACE</b>	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

## **JOB PURPOSE**

This post will play a vital role in the administrative support, compliance with regulatory conditions set by the Office for Students, and quality and standards control of the Drama School's Academic Quality, Standards and Regulatory processes. The role will also support the academic enhancement initiatives that advance the career and professional development of the faculty, delivered internally and alongside external partners, such as Advance HE, Conservatoires UK and Guild HE. The role holder will be responsible for coordinating and delivering on a range of quality assurance procedures, including reviews at programme and discipline/department level and (re)validations. They will be able to confidently work with staff to provide accurate and timely advice and guidance to staff/faculty, and external partners, concerning quality assurance, standards, policy and regulatory processes, and supporting the development and implementation of enhancements to quality assurance practices, in line with evolving industry and regulatory standards and benchmarks.

A key objective for this role is to support the Principal and Vice-Principles to manage operational risk, programme monitoring, self-evaluation and review, and compliance checks, as an institution with fulltaught degree awarding powers. The role holder will work closely with the Vice Principal (Education and Research) to enhance and sustain the academic frameworks which support LAMDA's degree programmes, summer school and short-course delivery both in London and New York, in line with the academy's strategy and related sub-strategies.

The post holder is expected to maintain strong relationships within the institution and with external partners, they should possess a demonstrable commitment to academic quality, standards and regulatory compliance and an excellent understanding of Higher Education, preferably in a conservatoire or HE arts context. They should have excellent communication skills (written and oral), attention to detail, technological acumen, and a clear ability to uphold the highest academic standards to ensure the quality of LAMDA's programmes.

The Office for Academic Affairs and Research has overall responsibility for LAMDA's Access and Widening Participation activity, library, digital learning and research services, and to maintain and uphold the quality and standards of the education delivered across the drama school. This includes the development, monitoring and implementation of quality assurance processes and procedures, including programme validations and modifications, annual programme reviews and quinquennial reviews of programmes, external examiner appointments, and the enhancement of academic teaching and learning initiatives, to support the development of staff, often in collaboration with external partners.

This is a professional, administrative role within a lively organisation with an ambitious strategic plan. The role holder will ensure that the Drama School delivers the required level of excellence commensurate with that of a world-leading conservatoire.

## **DUTIES AND RESPONSIBILITIES**

- To support the Principal, Vice Principals and Registrar to develop and deliver on the LAMDA's strategic priorities, specifically related to Staff and Student Success, operational risk management and regulatory compliance.
- To lead the development and implementation of all compliance activity by establishing and managing all aspects of internal and external quality assurance to meet the sector requirements, maintaining up to date knowledge of developments in education policy and regulation.
- To liaise with the Regulators on behalf of the Responsible Officer and representatives relating to queries, requests and event notifications, providing regular updates as required.

- To work with the Registrar to provide data returns to the Regulators, UCAS and any other external organisations as required.
- To develop and maintain appropriate policies, procedures and logs, leading a process of regular self-assessment with the Responsible Officer to ensure that the Drama School is compliant with all regulatory requirements.
- To lead on the production of timely and accurate reports and communications on Quality, Standards and Compliance activity to appropriate committees, Drama School Leadership Team, Senior Management Team and other business areas as appropriate.
- To ensure the validity of programmes and assessment by advising on the impact and relevance of all appropriate regulatory requirements.
- To be the primary contact to the Drama School for matters, guidance and queries relating to the Quality and Standards of our programmes and support all relevant LAMDA staff on the effective implementation of all quality and compliance requirements and activities.
- Maintain good working relationships with key internal staff and external bodies such as Advance HE and the Quality Assurance Agency to promote the work of the School, and advance its aims and objectives.
- To manage the academic misconduct/appeals process, and provide administrative coordination or policy advice as required with non-academic appeals and student complaints procedures, ensuring all appropriate parties monitor and respond to these in a timely manner and in accordance with LAMDA's policies and regulatory requirements, and recorded and stored as needed.
- Service LAMDA's Examinations Board, in the preparation of papers, minuting of meetings, and supporting with actions.
- Co-ordinate materials and support staff on matters relating to new programme/short course/summer school validation and modification, annual programme reviews and quinquennial reviews, and support with related staff briefings, as required.
- To project manage and service LAMDA's Quinquennial and Discipline/Department Review cycle, providing advice and guidance to academic staff in preparing for the annual event, coordinating logistical arrangements and materials, servicing the review event, writing the postevent report and monitoring the response to panel recommendations.
- Support with the onboarding of External Examiners, including the induction of external staff to LAMDA quality processes, and supporting Course Leaders as an additional point of contact to ensure moderation and programme reporting in line with the academic regulations.
- To have an excellent working knowledge of LAMDA's academic policies, to ensure the upkeep of policies, and to advise staff on these policies, as required.
- To oversee and bring attention to the required updating of key information such as module specs and website information where and when necessary

- To support Course Leaders with the execution, coordination and analysis of module surveys and annual programme monitoring and reporting.
- To offer training on Academic, Quality and Standards matters to staff and students, including as part of staff inductions and training.
- To support with the delivery and mentorship related to the LAMDA Professional Development in Learning and Teaching programme, delivered in collaboration with Advance HE.
- To support with the organisation of career and professional development opportunities for staff.
- To represent LAMDA at Quality and Standards related events, including in networking contexts, with key partners such as Conservatoires UK and Guild HE, to ensure LAMDA's approach is commensurate with regulatory expectations.
- Support activities related to the LAMDA's preparations for the Teaching Excellence Framework.
- To collaborate on and proactively work with Course Leaders and Lead Practitioners to ensure inclusivity, diversity and de-colonisation of the curriculum, within a context of an action-oriented commitment to inclusion.
- To provide leadership for the Drama School on best practice in assessment methods, ensuring consistency, transparency and fairness.
- Undertake any other duties as requested commensurate with the grade.

***This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.***

***The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.***

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>SKILLS / ABILITIES</b>	<p>Excellent, careful and clear communication skills (written and oral) with the ability to explain processes and policies to a range of people.</p> <p>Excellent organisational, administrative and time management skills.</p> <p>Significant experience in Quality and Academic Assurance processes.</p> <p>Significant experience of administration and Quality Management in higher education.</p> <p>Ability to prioritise and manage time efficiently and demonstrate good interpersonal and influencing skills.</p>	Ability to work across teams and the conservatoire/ small and specialist sector	Application/Interview
<b>KNOWLEDGE</b>	<p>Excellent understanding of Quality Assurance and Standards in Higher Education.</p> <p>A detailed knowledge of UK HE regulatory frameworks</p> <p>Strong understanding of programme design at undergraduate and postgraduate level and appropriate assessment methodologies</p> <p>Good working knowledge of HE and Conservatoire education.</p> <p>Confident with Microsoft Office suite and Adobe Acrobat.</p>	Confident presentation skills	Application/ Interview
<b>QUALIFICATIONS</b>	Undergraduate degree or equivalent, sustained, professional experience.	HEA Fellowship or commitment to attain within 2 years in post	Application/ Interview

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>EXPERIENCE</b>	<p>Support of curriculum development in a higher education/conservatoire context at undergraduate and postgraduate level.</p> <p>Development of inclusive curricula.</p> <p>Experience of servicing/leading academic committees and exam boards.</p> <p>Working within Quality and Standards in HE.</p>	<p>Support of initiatives to promote staff career and professional development.</p> <p>Working with external partners from across education and industry.</p>	Application/ Interview
<b>QUALITIES</b>	<p>Resilient, flexible and adaptable.</p> <p>Empathy with students and their learning needs.</p> <p>A commitment to LAMDA's strategic vision.</p> <p>An appreciation and understanding of new and traditional teaching methodologies, and the integration of innovative technologies.</p> <p>Ability to manage varied needs and interests of students and staff.</p> <p>Collaborative team player with ability to communicate clearly and effectively with both internal and external partners.</p>	<p>Willingness to travel to partner organisations within the UK.</p> <p>Ability to work autonomously and to multiple deadlines.</p>	Application/ Interview

## ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019, and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumni Benedict Cumberbatch was appointed the Academy's President.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.