



Role Title: **Quality and Governance Support Officer**
Contract: Permanent – Full Time
Reporting to: Head of Quality and Governance
Salary: £23,000 - £26,000 per annum
Location: MetFilm School London, Ealing Studios
Start Date: As soon as possible

The Organisation

MetFilm School is one of the largest film schools in Europe, running BA and MA programmes across our London, Leeds and Berlin campuses as well as a portfolio of non-accredited courses. Our mission is to inspire a new generation of creative screen professionals and our educational philosophy is defined by the unique and multiple ways in which we bring education and industry together through pedagogy, production and partnerships.

We are committed to establishing a culture of diversity and inclusivity at MetFilm School, where all staff and students can work, learn, be ourselves, and reach our full potential. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

MetFilm School is committed to safeguarding and promoting the welfare of children, young people and adults with care and support needs and expects all staff to share this commitment.

All posts are subject to Right to Work and Enhanced DBS checks.

About the role

We are recruiting a Quality and Governance Support Officer to work closely with the Head of Quality and Governance to provide confidential, efficient and effective professional administrative support in pursuit of excellent standards of compliance within relevant legal and regulatory frameworks.

Key Responsibilities

Governance Process Administration

- Creates and maintains accurate data records in relation to quality monitoring (module and programme approval and amendment, and student casework data)
- Supports the effective and timely running of the governance cycle, by supporting committee scheduling, the servicing of committees and other relevant meetings and writing accurate and concise minutes.

Supporting Quality Assurance Processes

- Provides effective and efficient administrative support to the Head of Quality and Governance in all aspects of their quality assurance responsibilities to ensure

compliance with the School's policies and procedures and external regulatory frameworks.

- Administers and coordinates the investigation of student concerns and complaints to ensure compliance with relevant policies and procedures.
- Supports the timely and accurate publishing of relevant quality and governance information to students through a variety of channels, including Canvas, Moodle and the School Website, and SharePoint.

Student Engagement and Feedback

- Supports the processing of student engagement and feedback data, by supporting the Head of Quality and Governance with the production of reports and data analysis.

Project Administration

- Supports ad hoc quality or governance projects as these emerge and performs any other reasonable data entry or administrative duties, to support governance and quality processes.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties in keeping with the nature of the post.

Knowledge and Experience

Essential

- First degree, or equivalent professional experience
- Excellent knowledge and understanding of general administrative processes
- Administrative experience of working in a busy customer focused environment
- Ability to deal with complex staff and/or student related issues with tact and sensitivity.
- Report preparation, data entry and formatting of documentation
- Experience of working with a range of databases
- Formal minute taking experience

Desirable

- Knowledge and experience of higher education processes and systems, such as student facing support.
- Knowledge of student casework matters.
- Experience of servicing committees and an understanding of HE governance processes.
- Knowledge or understanding of data protection rules.

Skills and Behavioural Characteristics

Essential

- Excellent verbal and written communication skills
- Collaborates with others and values their contribution
- Analytical and problem solving capability
- Basic data analysis skills
- Ability to effectively organise a varied workload, managing conflicting priorities and tight deadlines
- Flexible and adaptable approach to work
- Ability to solve problems and deal with challenging situations by using initiative, creativity and a solutions-focused approach to establish practical and innovative solutions.
- Ability to form good working relationships with staff at all levels from across the institution.

How To Apply

To apply for this role please email CV and a covering letter to: jobs@metfilm.co.uk including the title of the role in the Subject line by 16 October 2022.