

Job Title: Academic Quality Officer
Location: Futureworks, Manchester
Reporting to: Academic Registrar
Working hours: Full-time (40 hours per week)
Pay range: Grade 6 £27,037-£32,445 depending on experience
Start Date: ASAP

About Futureworks

Futureworks provides industry-focused university education across Sound, Music, Film, Television, Games, Animation, and Visual Effects. Our creative community thrives on collaboration, professional practice, and opportunities for students to engage with leading industry professionals. We are committed to widening access to higher education and fostering a diverse and inclusive environment reflective of the creative industries we serve.

Job Summary

We are seeking a highly organised and proactive administrator to support the effective operation, review and monitoring of academic policies and procedures at Futureworks. The role will provide guidance and practical support to staff and Student Partners, coordinate student feedback processes, and help ensure that academic processes are clearly understood, consistently applied and accurately recorded.

A key part of the post will be to act as secretary to relevant academic committees and panels, preparing and maintaining accurate records, monitoring actions and ensuring that decisions and processes follow approved academic procedures. Working closely with the Academic Registrar, the post holder will also contribute to policy review activity, support the maintenance of programme documentation, assist with staff training and guidance, and help monitor compliance with institutional, contractual and regulatory requirements.

Representative Work Activities

- Provide support to the Academic Registrar in implementing quality assurance policies and processes, providing advice to stakeholders, responding to queries, and promoting understanding of processes.
- Co-ordinate internal and external student feedback mechanisms.
- Maintain, audit and report on core programme documentation to ensure consistent application of policies and procedures, advising staff and/or students on administrative queries as necessary.
- Support the Academic Registrar in the administration of annual review and monitoring processes as well as periodic reviews.
- Act as a Committee and Panel Secretary, including recording minutes for the Academic Board and its subcommittees.

- Assist the Academic Registrar in conducting reviews, including benchmarking and researching best practice, collating documents, arranging and minuting staff and student focus groups, mapping policies to current practice, and data analysis.
- Contribute to staff training events to promote understanding of quality assurance policies and processes.
- Create and deliver training for Student Partners on areas such as academic governance and student feedback mechanisms.
- Proofread and distribute student-facing programme documentation such as module and programme handbooks and prepare assessment timetables.
- Monitor international student attendance for compliance purposes.
- Generate and maintain collaborative working relationships with staff and students.
- Liaise with external bodies including the partner university and External Examiners.
- Provide general administrative support for academic colleagues, as required.

Quality Indicators

- Able to provide effective and accurate administrative support for academic quality assurance processes.
- Experience of supporting committees, panels or formal meetings, including preparing papers, taking accurate minutes, tracking actions and following up decisions.
- Confident in providing clear guidance to staff and students, responding to queries and helping others understand academic policies, procedures and requirements.
- Strong attention to detail, with the ability to proofread documentation, monitor compliance, analyse information and identify where follow-up action is required.
- Excellent organisational and communication skills, with the ability to work independently, manage competing deadlines, build effective working relationships and liaise professionally with internal and external stakeholders.

How to apply

Applications should be in the form of a CV and covering letter and addressed to the **Academic Registrar** quoting reference AQO020726. Applications can be sent via email to work@futureworks.ac.uk or via post to:

Academic Registrar
Futureworks
Riverside
New Bailey Street
Salford M3 5FS