



UNIVERSITY of the SOUTHERN CARIBBEAN
Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals *for* the following position:

DIRECTOR OF QUALITY ASSURANCE &
INSTITUTIONAL RESEARCH

JOB SUMMARY

The **Director of Quality Assurance & Institutional Research** is the leader of the Department and the principal advisor in developing strategies and systems to enhance the quality culture and practices of the University, including the University's institutional research. The position holder manages the quality assurance system and guides and supports adherence to quality assurance procedures across the University, ensuring compliance with university and external quality assurance regulations and requirements of external organisations. The incumbent also supports the design and development of research and data management tools to generate usable information for the University to enhance its operational quality, efficiency and effectiveness. The incumbent also provides analyses, briefings, reports and detail to inform strategic planning, policy-making and decision-making, as well as coordinates the internal preparation for quality assurance activities related to the University's accreditation. This is a full-time position and the position holder may have to work outside the normal work week time. He or she reports to the University President.

SCOPE

Leading, managing, planning, analyzing, coordinating, implementing, advising, reporting, presenting, and testing.

DUTIES AND RESPONSIBILITIES

Leadership

- In collaboration with key stakeholders, develops the strategic directions of the Department, ensuring alignment with the Department's and the University's strategic plan.
- Leads strategic planning and goal setting to achieve operational effectiveness of the Department.

- Empowers staff to carry out initiatives and achieve goals.
- Engages in resource utilization and management to ensure that staff is provided with the resources necessary for efficient execution of their duties.
- Works collaboratively with other departments to achieve the Department goals.
- Prepares, manages and executes the budget process in consultation with the Vice President for Financial Administration.
- Undertakes any appropriate training which may be required to enhance performance in relation to the duties of the post, attends staff development sessions and participates in an annual appraisal process.

Staff

- Works collaboratively with the President and Human Resources in the recruitment and selection of appropriate personnel for the Department.
- Manages and supports the performance of staff, evaluates, develops and reports key performance indicators and metrics.
- Fosters a culture of professional development for Department staff.
- Establishes a communication system inclusive of scheduled meetings for keeping staff abreast of plans, changes, and decisions affecting the Department and the University.
- Creates an environment that facilitates conformity with the morals, values, and philosophy of the University.

Specialist

- Supports the establishment and implementation of a strategic quality management system that supports the University's goals and objectives.
- Coordinates the development, implementation and maintenance of the processes needed for a quality management system that ensures compliance with assessment criteria of the Accreditation Council of Trinidad and Tobago and the Adventist Accrediting Association.
- Advises the President on procedures to implement and monitor recommendations for quality assurance throughout the University.
- Reports annually to the President's Cabinet, Administrative Council, and the University Board of Trustees on the performance of the quality assurance system, prioritizing areas for improvement, using fact-based decision making.
- Co-ordinates and provides specialist support for the design and development of new programmes, and modules, including collaborative provision, works closely with and provides detailed advice and guidance to programme and module coordinators, including quality assurance induction briefings for staff new to those roles.
- Establishes and implements quality system audits.
- Supports and advises academic staff and collaborative colleagues in relation to quality assurance and enhancement matters, including advice on the impact of new developments in relation to external regulatory and reporting requirements and amendments to internal quality processes and procedures.
- Tests, selects and implements the use of Quality Assurance Software products, and substantively improves quality in real time with automated Quality Control tools.
- Designs, develops and evaluates Quality Assurance Inventory procedures.
- Organizes standing committees on Quality Assurance for academic programmes and administrative services for quality delivery systems.
- Constructs datasets, merging data from a variety of sources; determines and executes appropriate statistical and qualitative analyses; and summarize and reporting on findings.
- Advises and assists units in carrying out self-assessment and prepares Self-Assessment Report.
- Assists each School and Department in developing one Quality Assurance institutional document.
- Assures 'best' practices by including external agents in annual quality assurance review processes and develops action plans to effect improvement.

- Provides standards for quality research behaviors of university personnel, maintains links with professional societies (Society of Quality Assurance) and develops regulatory standards based on professional baseline procedures.
- Develops and implements processes for collecting, linking, and analysing data from a variety of sources including internal systems, state agencies, other higher education institutions, and employers.
- Maintains an awareness of new and changing national, regional and institutional information requirements. Stays current with important national and regional trends that affect higher education and assists the Quality Assurance Department and the institution with appropriate responses.
- Maintains the administrative/student information database(s); updates and maintains system files, establishes and maintains security and access information, ensures that backup copies of all files are routinely made and securely stored at a separate location, maintains system documentation.
- Monitors the overall integrity of data, complying with institutional requirements and taking appropriate steps to correct data discrepancies when noted.
- Provides technical support and training to administrative/student information system users.
- Recommends purchases of computer software, hardware, and supplies for the administrative/student information system.
- Supports the development, administration, analyses, and reporting on surveys that measure engagement, performance and satisfaction for both students and employees; manages and maintains the web survey software.
- Collaborates with the University Registry, Department of Information Technology, Human Resources, Finance and all data gathering sectors with custodial responsibilities, to design, maintain and improve the University's longitudinal databases that are necessary for policy development, research planning, budgeting, continuous improvement, accountability and quality assurance measures.
- Prepares regular reports on a variety of topics, including enrollment trends and projections, demographic trends, and student retention reports, for the President's Cabinet, other committees as assigned, and represents the University on external agency committees as appropriate.
- Prepares accountability reports according to documented requirements for the Ministry of Education and other agencies.
- Responds to a variety of ad hoc requests regarding enrollment trends and histories, market analyses, competitor institutions, and developing programmes.

General

- Creates a safe work environment critical to the institution's personnel and protects intellectual property.
- Administers and oversees the department's budget.
- Represents the University at meetings, seminars, conferences or other engagements as appropriate and at professional organizations related to quality assurance and institutional research, taking a leadership role as appropriate.
- Performs other assigned duties commensurate with the position.

Committees

Serves as a member of the following committees:

- Administrative Council

Chairs the following committees:

- Quality Council
- Curriculum Committee

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- A minimum of a Master of Science or Master of Arts Degree in a related field from an accredited institution.
- Certification in Quality Management/Quality Assurance.
- At least three (3) to five (5) years of experience in Quality Assurance.
- Proven track record of establishment of Quality Management Systems and quality assurance frameworks, procedures and regulations in higher education.
- Experience of working across teams and departments with a flexible approach to work and a proven track record in diplomacy and negotiation.
- Experience of external review, inspection or audit processes.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of the Accreditation Council of Trinidad and Tobago.
- Working knowledge of Quality Assurance Software.
- Excellent knowledge of the SDA system of operations.
- Knowledge of higher education and awareness of current issues in the higher education sector.
- Ability to develop comprehensive knowledge and understanding of relevant quality assurance regulatory frameworks and requirements, and translate them into practice, providing authoritative and effective advice and guidance to relevant staff.
- Knowledge of higher education including best practices in higher education planning, assessment, statistics, institutional research, decision support, data analysis and information communication.
- Knowledge of relational database design and management and expertise in a major database package, i.e., Microsoft Access, Microsoft Excel, SQL Server and Infomaker.
- Strong skills in planning, working with large data bases, familiarity with student information systems, designing and implementing studies of varying complexity on institutional policies and practices.
- Strong quantitative and qualitative analytical skills.
- Ability to organize data and present these findings in a manner comprehensible for different audiences.
- Excellent ability to convey complex information in written reports.
- Excellent oral and written communication skills with the ability to prepare and deliver reports and briefings.
- Good analytical skills and the ability to present quality assurance related data effectively.
- IT skills and an aptitude to exploit a range of media for effective communication and effective administrative systems and processes.
- Highly effective people management skills, with an ability to build relationships, foster an environment of trust, confidence and co-operation.
- Ability to work effectively with external agencies, University and collaborative colleagues on all aspects of quality assurance and enhancement.
- Ability to effect change and develop and implement changes to processes.
- Ability to carry out impact assessment in line with new regulatory requirements and policy changes.

OTHER REQUIREMENTS

- Critical thinking.
- Attention to detail.
- Highly organized.
- Strong organizational, interpersonal, and communication skills.
- Confidentiality, integrity, dependability, and conscientiousness.
- Appropriate and professional appearance and demeanour required.
- Commitment to high moral, spiritual and ethical values of the University.

Applications should include a Cover Letter, a detailed Curriculum Vitae, two (2) written recommendations, including one from current employer, photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT-OF-SPAIN
TRINIDAD & TOBAGO**

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than August 15, 2024.

The University wishes to thank all applicants for their interest. However, only short-listed applicants will be contacted.