



Job Description

Title	Chief Quality Assurance Officer (CQAO)
Department	Quality and Qualifications Framework (QQF)
Category	Academic
Stream	Quality Management
Reports to	Pro Vice Chancellor Academic through Manager Quality and Qualifications Framework
Campus	Kukum
Summary of Duties	The successful applicant will have oversight and responsibility over all quality matters, risk management and staff and student safety related activities across the Solomon Islands National University (SINU). The officer directs the efforts of all the performance and improvement initiatives to ensure overall compliance with all regulatory standards and requirements of the University and international, national, regulatory bodies/agencies and stakeholders. The officer will work with all the faculties and departments to drive quality and ensure standards are reached and sustained.
Detailed Roles & Responsibilities	
Tasks	<ul style="list-style-type: none"> • Facilitates alignment between improvement initiatives and the organization's strategic plan; directs the day-to-day execution of the strategies and tactics necessary to successfully improve the outcomes and results. • Responsible for maintaining the facilities system-wide Quality program; to include data collection, aggregating and analyzing data, maintaining policies and procedures and reporting to administrators as appropriate. • Works closely with the Deans, Directors and Managers for improvement on key performance indicators; designs processes for new initiatives, services and other targets identified by the University. • Serves as an internal reference person for the University staff and students and those who may require information from outside of the University. • Focuses on quality, including the improvement of expected outcomes at faculties and departments levels. • Coordinates, manages and reports core measures, and other quality metrics as assigned.

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| | <ul style="list-style-type: none">• Organises all Quality Management meetings, maintain minutes and makes recommendations to the relevant committee based on best practice and current regulatory standards.• Conducts internal audits and risk analysis as determined by the Quality Management Committee.• Participates in programme review processes.• Manages and supports policy by ensuring the collection and analysis of data for quality metrics, etc.• Analyses all assigned areas for opportunities of improvement and makes applicable recommendations for process, system, procedure, and operational changes to improve quality.• Assists in the establishment of operational performance measurements and the monitoring of trends in key performance indicators to evaluate effectiveness, reliability, efficiency, etc. using available information systems data. Where other data is necessary but not readily available, will design and implement appropriate data collected. Uses data from appropriate external sources, including comparative databases.• Manages performance improvement projects, flow and alignment to assure milestones and key performance indicators are met within defined parameters. Documents the results of projects, and submits other documentation as requested.• Participates in the Grievance Committee and works with department leaders to resolve investigations within the incident reporting system.• Evaluates and document update status and the effectiveness of the quality management system.• Ensure organizational adherence to all policies including ISO 9001 standards and regulatory requirements – both within and outside of the university.• Designs, coordinates and maintains various aspects of the risk management programs across the University.• Reviews, investigates and analyzes incidents for risk and adverse event identification, loss prevention and claims management purposes, including both potential and actual university staff and student injury. Recommends interventions which will enhance the safety and well-being of staff, students and organization at large.• Mobilise departmental or administrative support to address unresolved high-risk practices.• Collaborates and coordinates with administrators, faculties & departments regarding all safety/risk management issues. |
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Other Functions/Duties	
	<ul style="list-style-type: none"> • Completes annual performance evaluation for self and employees and implement plans of correction where needed. • Manages departmental budget; leads cost efficient and effective operations, creates plan of correction for any operating expenses that deviates from standard procedures. • Uses problem-solving and conflict resolution skills to foster effective work relationships with team members. • Maintains required competencies for self and all employees within the Standards & Quality Office. • Pursues professional growth and participates in a professional activities of the University.
Non-Essential Functions	
	<ul style="list-style-type: none"> • Perform other duties as and when required or assigned.
Professional Requirements	
	<p>Meet SINU professional requirements and work ethics:</p> <ul style="list-style-type: none"> • Adheres to dress code; appearance is neat and clean. • Upholds the University's zero tolerance policy on alcohol consumption, smoking and betelnut (chewing spitting) on the University premises. • Reports to work on time. • Maintains regulatory requirements, including National and international regulations. • Represents the University in a positive and professional manner at all times. • Complies with University policies and standards regarding ethical business practices. • Maintains confidentiality and protects sensitive data at all times. • Communicates the mission, ethics and goals of the University. • Participates in performance improvement and continuous quality improvement activities. • Attends regular staff meetings and in-services. • Organises and prioritises workloads to meet deadlines. • Develops policies, guidelines and procedures. • Possess a level of analytical ability to problem-solve, evaluate, plan, and direct process improvement projects and benchmarking activities for all faculties and departments of the University. • Compiles, codes and categorizes, or verifies information/data. • Has strong organizational and interpersonal skills and highly organized. • Has the ability to determine appropriate course of action in complex situations. • Has ability to work independently, exercise creativity, and maintain a positive attitude. • Has ability to manage multiple and simultaneous responsibilities and prioritize scheduling of work. • Has ability to maintain confidentiality with all information for purposes of protecting the University.

	<ul style="list-style-type: none"> • Has excellent communication skills and fluent verbal and written communication skills • Commits to working irregular hours and after hours if required. • Commits to adhering to all University policies and regulations and to act as a role model in adherence to such policies and regulations.
Administration and General Responsibility	
	The staff may participate in professional, and community outreach activities relevant to the programme or professional interests of the staff. Staff are also expected to participate in University-wide activities commensurate with the roles and responsibility of an academic.
Minimum Qualifications	
	<p>To be considered for this position, applicants must have:</p> <ul style="list-style-type: none"> • Master's degree in quality assurance/education/administration, or a similar field of study with a strong analytical base, • Strong English Language background, fluent English (spoken and written), preferred. • A minimum of three (3) years' experience in Higher Education, Quality/Risk Management or Leadership experience, preferred. • Bachelor's degree with a post graduate diploma in Education, Education Leadership and management, Quality Assurance, Assessment and Evaluation and Curriculum development with 3-5 years of work experience could be considered.
Desirable Attributes	
	<ul style="list-style-type: none"> • Preference will be given to applicants with work and/or teaching experiences and/or school/educational leadership experiences
Salary and Benefits	
	In the range depending on the rank placement. The University also provides a number of benefits, like a Cost of Living Adjustment (COLA) fixed at 4% of annual salary, a gratuity of 15% of annual Salary paid 6monthly, partly furnished housing or a rental subsidy (equivalent to up to 15% of gross salary), and 7.5% of salary as the employer contribution to the national superannuation scheme. The University also provides a return air passage to the appointee's permanent home every 3 years to the staff, spouse and all dependent children below the age of 21 if residing full-time with the appointee.
Term	The position is for three (3) years under an employment contract. The contract is renewable subject to good performance.