

South East European University

JOB DESCRIPTION



UNIVERSITETI I EVROPËS JUGLINDORE
УНИВЕРЗИТЕТ НА ЈУГОИСТОЧНА ЕВРОПА
SOUTH EAST EUROPEAN UNIVERSITY

Job Title:	Quality Officer		
Faculty/ Department:	Quality Office		
Centre/Sector:			
Reports to:	Executive Advisor Quality and Performance		
Supervises:			
Status and Ranking:	Full Time: <input checked="" type="checkbox"/> Part Time: <input type="checkbox"/>	Ranking position:	5

Job Purpose

To work with the Executive Advisor in order to establish and develop quality assurance and management processes in the university and to be responsible for the operation and co-ordination of the Quality Assurance Office

Main Duties and Responsibilities

To contribute to the review and development of the work of the Quality Office
To co-ordinate and administer the operational work of the Quality Assurance and Management office efficiently
To create and maintain monitoring records and files for relevant quality functions and provide information from these as required to authorized members of staff
To link actively with the Executive Team and QATs in order to implement and monitor Quality Plans and initiatives
To co-ordinate and monitor the teaching observation scheme and student evaluation processes, including the central schedule, monitoring grid, central filing records
To provide summary data and draft reports such as for teaching observation and student evaluation
To support quality management processes and initiatives as specified
To analyze and provide graphical data from related processes and evaluations, contributing to the production of reports and reviews
To create and maintain a Quality Webpage and liaise with the relevant office to ensure that the information is regularly updated
To produce and review the QA Handbook and/or other material about quality at the university, in liaison with the Executive Advisor
To actively liaise with Faculties, Departments and Quality Teams to ensure that quality matters within the work of the office are carried out effectively
To support the co-ordination and operation of internal and external quality management checks and inspections and take part in these processes as agreed
To support the planning and delivery of training programmes and professional development sessions, including main university events or small group/individual sessions and the language skills classes
To provide technical support for training and professional development sessions
To participate in the University's Self-Assessment processes and to take part in relevant training, including sharing good practice and expertise
To carry out duties and responsibilities in a legal, safe and secure manner
To undertake duties in line with all University statutes, policies, procedures and guidelines and to follow the University's mission of excellence and equity
To carry out other duties in line with the rank of the post as may be reasonably required

Qualifications, Knowledge and Experience
<p>Essential:</p> <ul style="list-style-type: none">▪ Minimum degree level qualification▪ Minimum 3 years proven co-ordination and administrative experience▪ Knowledge of relevant software packages linked to administrative work▪ Knowledge of efficient administrative procedures
<p>Desirable:</p> <ul style="list-style-type: none">▪ Administrative qualification▪ Knowledge of quality assurance and management issues both national and international
Skills and Abilities
<p>Essential:</p> <ul style="list-style-type: none">▪ Effective communication (oral and written) in the three languages used at the university (Albanian, Macedonian and English) and contribution to the implementation of the Language Policy▪ Excellent interpersonal and communication skills, both oral and written▪ Ability to work within a team▪ Ability to analyse and summarize information▪ Ability to function with due regard for confidentiality▪ Ability to produce good quality written reports and documents▪ Ability to advise and liaise effectively with the staff▪ Effective organizational and time management skills▪ Ability to work independently, flexibly and co-operatively▪ Ability to prioritise work load effectively to meet deadlines and work well under pressure▪ Excellent attendance and punctuality and effective use of working time▪ Ability to use information technology and university computer systems efficiently to meet job requirements▪ A willingness to undertake training▪ A willingness to work within, contribute to and promote the University's mission of excellence and equality
<p>Desirable:</p> <ul style="list-style-type: none">▪ Ability to identify and initiate new ideas and projects, to review their success and make improvements▪ Ability and willingness to travel when necessary

Organisation Chart

Quality Assurance & Management Office



Acceptance and Review

Signature of Post Holder:	Date:
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Signature of Dean/Head of Department:	Date:
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Review

Signature of Post Holder:	Date:
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Signature of Dean/Head of Department:	Date:
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