

## Human Resource and Talent Management Section



**University of Seychelles**

PO Box 1348  
Anse Royale, Mahé, Seychelles  
Email: [hr@unisey.ac.sc](mailto:hr@unisey.ac.sc)  
Tel: +248 4381222

**Campus:** Anse Royale and Mont Fleuri

| <b>QUALITY ASSURANCE SECTION</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Post title:</b>                                  | SENIOR QUALITY ASSURANCE OFFICER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Report to:</b>                                   | DIRECTOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Academic qualification:</b>                      | <ul style="list-style-type: none"> <li>Bachelor's Degree in Business Administration or relevant field plus a Minimum of 3 years professional experience in quality assurance</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Professional experience/Knowledge</b>            | <ul style="list-style-type: none"> <li>Evidence of involvement in, and a clear understanding of the use of, quality assurance and quality enhancement policy and procedures within a higher education (HE) provider</li> <li>Maintenance of accurate and auditable records and reports</li> <li>Experience of setting and maintaining academic quality Standards</li> <li>Knowledge of quality assurance and enhancement in HE</li> <li>Knowledge of policy and process to maintain the academic standards of university awards and programmes</li> <li>Knowledge of quality assurance in relation to HE academic partnerships</li> <li>Ability to link the external HE context to developments within the University</li> <li>Ability to appropriately identify the internal and external challenges facing the University</li> <li>Knowledge of the links between student engagement and quality assurance and enhancement</li> </ul>                                                                              |
| <b>Additional Criteria (Abilities &amp; Skills)</b> | <ul style="list-style-type: none"> <li>Ability to work proactively to achieve challenging aims through self-directed work; Conscientious and self-motivated</li> <li>Excellent interpersonal relationship abilities; Strong team player</li> <li>Confidence to engage effectively with both individuals and groups external to the University; Customer orientated.</li> <li>Proven Leadership abilities</li> <li>Self-critical and able to judge the quality and efficiency of own work and set appropriate targets</li> <li>Planning and organising skills; Methodical and thorough with an eye for detail</li> <li>Excellent oral and written communication skills with the ability to prepare and deliver reports and briefings</li> <li>Good analytical skills and the ability to present quality assurance related data effectively (Data collection, management and analysis)</li> <li>Problem analysis, problem-solving and decision-making skills</li> <li>Good numerical and statistical skills</li> </ul> |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>▪ IT skills and an aptitude to exploit a range of media for effective communication and effective administrative systems and processes</li> <li>▪ Ability to effect change and develop and implement changes to processes towards enhancing the efficiency and effectiveness of the Section;</li> <li>▪ Ability to carry out impact assessment in line with new regulatory requirements and policy changes</li> </ul> |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### **Job Purpose**

The Senior QA Officer manages, **under the supervision of the Director**, the UniSey's quality assurance and enhancement through:

- a) The provision of advice to academic and professional services staff on all matters relating to the maintenance of quality and standards
- b) Ensuring the development of policies and processes to ensure that University Awards and their delivery meet national, professional and statutory requirements
- c) Management of the University's relationships with all academic partners, providing specialist advice on academic standards, quality assurance and partnership contracts
- d) Management of allocated duties effectively to enhance the efficiency of the Quality Assurance Office

|                                         |
|-----------------------------------------|
| <b>Main Duties and Responsibilities</b> |
|-----------------------------------------|

### **Leadership & Management Roles**

1. Undertakes delegated key roles in leading UniSey's quality management enhancement and implements quality culture strategies in accordance to UniSey's Frameworks through sensitization programmes
2. Assists the Director in determining, negotiating and agreeing on internal quality assurance procedures, standards and specifications for quality enhancement across UniSey
3. Assists with the drafting and review of quality assurance policies and procedures
4. Assists the Director with the quality assurance process for policy development/review within UniSey
5. Assists the Director with the verification of evaluations and internal audits and other QA reports
6. Assists the Director with the analysis of evaluations/audit findings and guides and supports appropriate corrective actions
7. Assists the Director with the coordination of the institution's evaluation/audit conducted by external providers
8. Supports the review and implementation and efficiency of quality assurance monitoring and evaluation systems
9. Manages the internal quality assurance processes for programme validation and review
10. Assists the Director with the preparation of the strategic plan, budget and reports
11. Assists with the identification of risks and advice on appropriate management activities
12. Represents the Section on relevant committees and working groups throughout the University
13. Represents the University, as directed, to external bodies

## **Operational Responsibilities**

1. Supports the development and implementation of the University's learning and teaching quality assurance strategy
2. Supports the University in the research engaged teaching agendas, in relation to teaching and learning, assessment and curriculum development
3. Supports the University in the student engagement agendas, in relation to quality assurance and Enhancement
4. Supports and advises the Director of Quality Assurance on the preparation of any Quality Assurance Reviews such as Institutional Accreditation and audits of the University by national agencies or Regulatory Bodies such as the Seychelles Qualifications Authority and Ministry of Education
5. Undertakes and reports on internal academic quality reviews of university activities
6. Advises staff within the University and partner institutions on the preparation of documentation for programme development, (re)validation and review processes
7. Promotes engagement across the University concerning nationally and internationally recognised Quality Assurance enhancement concepts and principles
8. Supports the University's Senate Committees and associated working groups on Quality Assurance matters
9. Undertakes research in quality assurance practices to support the planning, development, monitoring and evaluation of quality assurance policies and procedures
10. Expedites the key business of the Section and the University by proactive management of deadlines and effective self-directed work
11. Supports the monitoring of collaborative agreement with other institutions
12. Liaises with collaborative partners (as directed by Line Manager) within and outside UniSey for planning and implementing quality assurance activities.
13. Assists in the coordination of responses in consultation with the Seychelles Qualifications Authority (SQA) and other external agencies on matters of quality assurance and enhancement
14. Keeps abreast with relevant quality assurance new developments in the implementation, monitoring and evaluation of quality assurance practices
15. Mentors other officers within the Section
16. Oversees the updating of the QA database and the QA page of the website and intranet
17. Acts as the "independent officer" and panel member during programme internal validation and reviews
18. Undertakes any other relevant duties as may be assigned by the Director

## **Professional Development**

1. Responsible for continuing self-initiated professional development
2. Participates in University staff development initiatives
3. Attends training programmes as identified and agreed for appropriate development
4. Engages in professional development activities as required

## **Expectations of all staff**

### **Professional standards**

All staff employed by the University are expected to exhibit high professional standards which promote and demonstrate the University's core values of Excellence, People Focused, Partnership Working, Fairness and Integrity.

**Equal opportunities**

All staff are expected to understand and enact the University's commitment to ensuring equality and diversity in all activities.

**Dignity at work**

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect.

The University is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

**Health and Safety**

The arrangements for meeting the University's health and safety objectives are contained in the UniSey's Health and Safety Policy. This includes the responsibilities of key staff and procedures covering the main activities of the University. All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

**Dress code**

The University does not operate a formal dress code for its employees, other than for those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to customer perceptions. This may reflect their ethnicity and lifestyle, but should not be provocative or cause offence to those with whom they have contact.

|                                |                   |              |
|--------------------------------|-------------------|--------------|
| <b>Staff Full Name:</b>        | <b>Signature:</b> | <b>Date:</b> |
| <b>Line Manager Full Name:</b> | <b>Signature:</b> | <b>Date:</b> |