



FIJI HIGHER EDUCATION COMMISSION

JOB DESCRIPTION

JOB TITLE	Quality Assurance Analyst – External
DEPARTMENT	Operations & Quality Assurance
DURATION	3 Years
EMPLOYMENT STATUS	Fixed
LOCATION	Suva

Scope

The primary role of this position is to provide leadership in quality assurance as it applies to the enhancement policies and procedures and their implementation. The position will ensure a responsive and high-level quality assurance service to Higher Education Institutions (HEIs) and ensure that their quality assurance processes and procedures serve the Commission's mandated functions as stipulated in the Higher Education Act 2008, mission, strategic plan and operational activities.

EXPECTED RESULT AREAS

Key Result Area 1: Management of the Mandated HEI Review

- Act as a contact point between the HEI to be evaluated, FHEC and the Panel of evaluators.
- Liaise closely with HEIs to ensure understanding of the review/evaluation requirements and timely submission of the evaluation documents.
- Ensure no conflict of interest will arise between the Panel's duties and the Panel members' interests, and no benefits are solicited and /or accepted between the Panel and the HEI being evaluated.
- Support the Panel of evaluators by providing the following:
 - Professional support;
 - Training and briefing for Panel members;
 - Administrative/logistical support; and
 - Secretarial support.
- Facilitate the submission of the evaluation report to the Commission Secretariat and the evaluated HEI.

Key Result Area 2: Monitoring and Evaluation

- Coordinate and facilitate the development, design and operationalisation of the Monitoring and Evaluation Framework.
- Oversee the annual institutional monitoring system of registered HEIs with the circulation, collection of data monitoring templates (educational & financial data).
- Analyse collated educational and financial data to measure HEI performance and risks associated with performance indicators.
- Prepare performance report and submit to the Commission.

Key Result Area 3: HEI training and awareness programmes

- Delivering advocacy/capacity awareness training to HEIs and other key stakeholders as and when required about meeting quality standards, internal quality assurance and M&E framework.

Key Result Area 4: Policy & Standards

- Contribute to the development and enhancement of policy.
- Apply Quality Assurance & Institutional Review policy.
- Provide advice on Quality Assurance & Institutional Review policies.

Key Result Area 5: Contribute to the execution of the FHEC Annual Business Plan

- Prepare contract agreements for any related consultancy or vendor service.
- Arrange and organised logistical and administrative arrangements.
- Perform driving duties as and when required for OQA work duties.
- Seek out the expertise of other colleagues and units to support my work and offer my support to enhance theirs.
- Create opportunities to involve key stakeholders in the design, delivery and evaluation of our services and work programmes; and support and participate in those opportunities as they arise.

Within the context of the Expected Result Areas described above, the incumbent will be required to:

Demonstrate Accountability by:	<ul style="list-style-type: none"> • Completing assigned tasks to agreed time-lines. (Guideline for self) • Accepting personal responsibility for the quality of their work and takes all appropriate steps to ensure that intended outcomes are achieved. • Taking personal responsibility for decisions within their delegation. • Acknowledging and correcting mistakes. • Making effective use of their work time. • Is not absent without reason and ensures their work can be covered during foreseeable absences.
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Support Teamwork by:	<ul style="list-style-type: none"> • Valuing all team members and promotes co-operation and good morale, creating a feeling of belonging. • Effectively working with people from different cultures and embraces the value that cultural diversity brings to the workplace. • Putting team success ahead of individual success. • Providing support to other team members when it is requested. • Taking charge when necessary to facilitate action or to making a decision but doesn't overstep their authority. • Looking to build their own expertise and share it with others. • Actively contributing to process improvement within the team.
Contribute to the organisation by:	<ul style="list-style-type: none"> • Promoting the values of the Fiji Higher Education Commission both internally and externally. • Acting professionally at all times in terms of personal integrity, confidentiality and respect for all colleagues. • Understanding how their work contributes to the success of the organisation in achieving its external strategy and KPIs. • being open in discussion about the ways in which processes can be improved across the Commission or ways in which organisational risks within their areas of expertise can be managed more effectively.
Take responsibility for general health and safety by:	<ul style="list-style-type: none"> • Taking responsibility for own health, safety and well-being and actively seek to ensure the health, safety and well-being of others.
<p>Contribute and adhere to FHEC's values on:</p> <ul style="list-style-type: none"> • Commitment to excellence in higher education and training • Commitment to exceptional services when aiding all our stakeholders • Integrity and transparency • Innovation and responsiveness for continued relevance • Lifelong learning for learners • Commitment to our people and their contribution 	

Key Selection Criteria

- Education - Bachelor's Degree (B.A.) from a four year university is preferred. Relevant postgraduate qualification and/or membership of a relevant professional body (Desirable)
- Experience - At least 1-3 years of related experience is preferred.
- Communication Skills - Verbal / Nonverbal – Convey easily and quickly any message; Speaks clearly and persuasively in positive or negative situations; listens attentively and seeks clarification; Responds well to questions; Maintain professional nonverbal communication analogous to situation
- Written - Writes clearly and informatively with a high level of sophistication; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret complex written information.
- Computer Skills - Become and remain proficient in all programs necessary to perform the everyday duties of this position.

Financial Authority (Yes/No)

Budget owner: No. KPI 12 & KPI 15

Delegated Financial Authority as per FHEC's Delegations Policy: No

Responsible for new employee hire: Support

People Management

Number of Direct Reports: Possibly intern (s)

Number of Indirect Reports: Nil

Responsible for contract staff, and coaching, training of others: Support

RELATIONSHIPS

Directly responsible to: Deputy Director Operations and Quality Assurance

• Supervision of:

Does the person assist in staff recruitment, etc?

Does the person address staff performance issues?

Does the person undertake Performance Development Reviews (PDR)?

Does the person allocate tasks to staff?

Functional relationships with:

- Professional Services Section Data Management System
- Corporate Services Section