

## **Position Profile: CHE (Quality Assurance Management Officer)**

### **PART A: JOB DESCRIPTION**

#### **Section A: Position Title and Information Section**

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|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>      | Quality Assurance Management Officer                                                                                                                                             |
| <b>Directorate:</b>         | Quality Assurance                                                                                                                                                                |
| <b>Grade:</b>               | C1                                                                                                                                                                               |
| <b>Reports to:</b>          | Quality Assurance Management Manager                                                                                                                                             |
| <b>Peer Relationship:</b>   | Officers                                                                                                                                                                         |
| <b>Direct Subordinates:</b> | Nil                                                                                                                                                                              |
| <b>Internal Liaison:</b>    | Directorate of Quality Assurance; Officers in the Directorate of Planning and M&E, Information and Communication Technology, Human Resources and Corporate Services; and Finance |
| <b>External Liaison:</b>    | Higher education institutions, regulatory bodies and other stakeholders                                                                                                          |

#### **Section B: Job Purpose, Duties and Responsibilities**

##### **1. Purpose of the Job**

The purpose of this position is to support the facilitation, implementation, monitoring, and continuous improvement of quality assurance processes, standards, and operational tools in alignment with Council on Higher Education (CHE) requirements, to promote a competitive and compliant higher education environment.

##### **2. Key Accountabilities**

###### **2.1 Operational Support**

- Supports the implementation of operational plans and budgets for the Quality Assurance & Standards Directorate.
- Assists in coordinating quality assurance activities and ensuring alignment with approved plans.
- Provides administrative and technical support to the Directorate to ensure effective execution of QA functions.

## **2.2 Reporting**

- Compiles and consolidates operational reports of the Directorate for review by senior management.
- Collects and analyses quality assurance data to support reporting requirements.
- Identifies operational issues and escalates matters for action to the Manager.

## **2.3 Policy Development and Reviews**

- Assists in the review of quality assurance processes and standards and provides inputs for improvement.
- Supports the development, revision, and dissemination of QA guidelines, standards, and operational tools for higher education institutions.
- Assists in reviewing accreditation standards and tools and prepares documentation for consideration.
- Coordinates stakeholder consultations and gathers input to support the relevance and acceptance of QA systems and mechanisms.

## **2.4 Quality Assurance**

- Coordinates and supports programme review processes, including preparation, documentation, and distribution of review reports.
- Assists in institutional audits, including logistical coordination and preparation of audit reports.
- Ensures that QA processes are supported by appropriate documentation, systems, and tools.
- Collaborates with other Directorates to ensure alignment of QA processes with national policies and strategic frameworks.

## **2.5 Monitoring**

- Monitors compliance of higher education institutions and programmes against programme review and institutional audit requirements.
- Tracks implementation of recommendations from review and audit reports.
- Maintains records of compliance status and prepares monitoring reports.
- Supports follow-up processes to ensure corrective actions are implemented.

## **PART B: JOB SPECIFICATION**

### **Essential Requirements:**

**Qualifications:** Bachelor's Degree in Education, Quality Management, Education Management or related field with focus on quality assurance in higher education.

**Experience:** At least 2 - 4 years relevant work experience within higher education environment.

### **Key competencies**

- ✓ Knowledge of the higher education system and the Higher Education Act, 2004
- ✓ Analytical thinking skills and critical thinking  
Ability to work without close supervision
- ✓ Strong communication skills
- ✓ Knowledge of quality assurance processes and tools
- ✓ Customer focus and delivery orientation
- ✓ Ability to work in a team setting