



GRIFFITH COLLEGE

<b>Job Title:</b> Quality Assurance and Enhancement Officer	<b>Reporting to:</b> Director of Academic Programmes (or nominee)
<b>Location:</b> Quality Assurance and Enhancement Department (QAED) - Griffith College <b>(Any Campus – Cork, Dublin or Limerick)</b>	<b>Job Type:</b> Permanent, full time

Griffith College is Ireland's largest independent third level institution with campuses in Dublin, Cork and Limerick with an established national and international reputation for academic excellence and student success.

Griffith College is committed to upholding standards of excellence from the moment an application is received through to graduation and beyond. There is now an exciting opportunity with the college's Quality Assurance and Enhancement Department (QAED) as the college wishes to extend the capacity and impact of the QAED team. The Academic Quality Assurance and Enhancement Officer will play a key role in supporting the development and implementation of Griffith College's quality assurance and enhancement policies and procedures. This dynamic role will also provide the opportunity to lead and manage key projects on behalf of the college's QAED and work directly with teams of subject matter experts and programme teams across the college.

**Job Responsibilities include:**

- Development and review of the college's academic programmes and quality assurance and enhancement documents, in line with national and international best practice, for consideration by external agencies validating the programmes; and where possible exceed stated threshold requirements through enhanced and exemplary practices.
- Support of academic managers and programme teams on programme development and review, quality assurance monitoring and administrative issues, including the development of college publications – e.g. learner handbooks, lecturer handbooks, administrative calendars, programme-related documentation, learner charters, etc.
- Supporting and advising programme directors and other college personnel in the completion and evaluation of programme and quality assurance monitoring documentation.
- Support of the development and implementation of the college's quality assurance and enhancement policies and procedures in association with the college's QAED team.
- Editing and finalisation of documentation to comply with QAE practices
- Monitor the college's compliance with its stated QAE practices.
- Support of other aspects of academic development, particularly in relation to teaching, learning and assessment and the alignment and realisation of programme learning outcomes.
- Support for the research and preparation of reports and related information for communication to external validating and accreditation agencies, for example in respect of internal reviews, institutional reviews, quality audits, etc.
- Support the college's internal and external reviews by quality assurance agencies (e.g. institutional reviews, annual quality reports, curricular reviews, applications for delegated authority, etc.), in association with the college's senior academic management team.
- Membership of and participation in academic and quality assurance and enhancement committees and working groups as necessary to support QAE practices within the college



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- Prepare and maintain relevant records, reports and files in accordance with agreed procedures.
- Compliance with campus policies and procedures in relation to health and safety and data protection regulations.
- Keep up-to-date regarding national and international developments in higher education quality assurance and enhancement
- Represent the College's QAED at various external meetings, conferences and training sessions relating to quality assurance and enhancement
- Any other duties that fall within the employee's capabilities.

***Indicative Component responsibilities:***

- Prepare reports and related information for communication to external validating and accreditation agencies, for example in respect of internal reviews, institutional reviews, quality audits, etc.
- Audit and oversee the college's implementation of QAE policies and procedures.
- Conduct regular qualitative and quantitative research in relation to the college's QAE performance indicators as required.
- Actively engage with the college's academic staff at all levels in relation to the design, operation and enhancement of the college's QAE policies and procedures.
- Advance proposals for the future development of the college's QAE policies and procedures.
- Monitor national and international developments in relation to QAE.
- Manage and complete assigned tasks and projects in a timely manner to an exacting standard.
- Attend and participate at related conferences and working groups on behalf of the college.
- Develop a network of contacts in other institutions and/or organisations as a basis for identifying points of comparison and good practice elsewhere.
- Prepare an annual departmental report in respect of QAE
- Monitor situations and behaviour which may result in a breach of the college's QAE policies.
- Undertake other duties appropriate to the post as may be assigned from time to time.

**This exciting position offers opportunities to progress within the department and the college.**



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## **Candidate Profile – Requirements and Likely Attributes**

### **Requirements (All)**

- Previous experience of implementing/managing quality assurance procedures in higher education.
- Wide interests across a range of subject disciplines and welcomes opportunities to learn and explore new areas.
- Professional, respectful and welcoming in all their interactions, supporting diversity and inclusion.
- Proven report writing capabilities to meet the expectations of audiences within higher education external agencies, both nationally and internationally.
- Enjoys paying attention to detail and producing written work to exacting standards and provides guidance to others in this regard.
- Strong work ethic and commitment to delivering on goals and timelines, once agreed.
- Works well on their own – taking initiative and working independently as appropriate, to meet project deadlines.
- Works well as part of a team or multiple teams, building and maintaining constructive relationships, and meeting and supporting others to meet shared deadlines.
- Deals with all information relating to activities undertaken, and information received, in the strictest confidence.
- Ability and confidence to contribute to ongoing enhancement and improvements.
- Flexible, agile and innovative.
- Welcomes and supports change as a key enabler of ongoing quality improvements.
- Excellent customer service, attention to detail, interpersonal, communications and time management skills.
- Excellent command of English and can write fluently for and present to different target audiences to communicate complex information in an effective, concise and tactful manner.
- Strong existing IT skills, with proficiency and competence in appropriate office software and database systems, with an enthusiasm, ease and adaptability in integrating new technologies, work practices and skills, as required.
- Values their own academic qualifications and respects the importance and reputation of the college's qualifications for learners, employers and everyone involved in their development and delivery.

### **Likely Attributes (Most if not all)**

- Previous experience in “high stakes” administration requiring clarity and accuracy.
- Previous administration experience in higher or further education.
- Previous experience in a programme development role.
- Hold a third level qualification, at level 9 / master's level (or equivalent experience).
- Previous experience as a lecturer / tutor in tertiary education.
- Legally entitled to work full time for any employer in Ireland.



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## Why join Griffith College's QAED?

### Why join QAED

- You will be playing a valuable and worthwhile role for learners, directly assisting and informing the design, quality and delivery of the college's programmes.
- You will produce work to exacting national and international standards.
- You will have considerable variety and the opportunity to learn new skills.
- You will gain valuable experience of higher education through your regular interaction with colleagues at all levels, from across the college's faculties, departments and partner institutions.
- You will join a team that welcomes, supports and develops new members and their ideas.
- You will be safeguarding and developing the reputation of the college's programmes and the reputation of the learners' awards.
- You will get the opportunity to network with peers both internally and externally.

### Why join Griffith College

- It's a friendly and supportive place to work with lots of opportunities to meet new friends
- You will have opportunities to advance your own experience and skills, and progress within the organisation.
- You will have opportunities to pursue further qualifications.
- The college is respected as a leading provider of high-quality education ... since 1974
- You may choose to be based at any one of the Griffith College locations in Dublin, Cork or Limerick.
- Extensive details about the college are provided on its website at [www.griffith.ie](http://www.griffith.ie).

### **Quality Assurance and Enhancement Department (additional information)**

The college's Quality Assurance and Enhancement Department (QAED) plays a central role in managing the successful development and delivery of the college's entire suite of academic programmes so that they warrant (and retain) approval and accreditation by QQI – Quality and Qualifications Ireland and the active engagement of learners.

QAED works directly with teams of subject matter experts from within the college's faculties and partner institutions, assisting and guiding them, as they design, develop and deliver new programmes and/or redevelop existing programmes to meet new and emerging learner, external examiner and industry requirements. We work directly with programme teams, during the delivery stage, to ensure that the ongoing quality and enhancement of the college's programmes are in line with national and international best-practice.

Our work in assuring and enhancing quality extends across all programme related processes, for example, programme management; teaching, learning and assessment strategies; progression and retention; securing and acting on feedback from learners, lecturers, examiners and employers; and programme promotion.

The programmes supported by our team span an array of specialisations, reflecting all of the disciplines offered by the college and its collaborative partners. Examples of some recent subject area developments include: advanced healthcare, bar management; building information modelling and graphic illustration; creative technologies and digital art; drama education; fashion design; film, TV and



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screen media production; global brand management; interactive digital media; legal studies and practice; music production for games; pharmaceutical business operations; procurement and supply chain management; and trust, safety and content moderation management. Programmes at the College range from microcredential programmes which can be delivered over a few days, to suites of interrelated undergraduate, postgraduate and masters' programmes, involving national, collaborative and transnational provision.

There is also great variety in the delivery and assessment strategies used on the college's accredited programmes. Their delivery schedules range from full-time, in-person, delivery on-campus to part-time, block-release, blended or online delivery, involving reduced or no requirement for on-campus attendance. Programmes may also include work-based elements or stages, or may be delivered as an apprenticeship, where over 80% of the formal and assessed learning takes place in the workplace.

In QAED we seek to ensure that all of the college's programmes' designs and assessments are appropriately aligned to meet the specific needs, requirements and aspirations of their target learners and prospective employers.

The college is delighted to work directly with partner institutions on a range of collaborative programmes, working with and supporting their teams using identical quality assurance and enhancement processes as those used on the college's own programmes. Throughout all our considerations, we place the needs of the learners at the centre.

We enjoy working to exacting quality standards, knowing that the care and attention we give directly benefits our learners. This work is also central in safeguarding and building Griffith College's external reputation as a leading provider of high-quality accredited tertiary-level education.

*This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline of proposed areas of activity and will be amended in the light of the changing environment within the department and the college.*

*Griffith College is delighted to have a widely diverse and inclusive staff and student body.*

*Candidates must be eligible to work full-time for any employer in Ireland. We thank everyone for their applications, however, only candidates selected for interview will be contacted.*