



# National University of Vanuatu

## Job Description and Specification



<b>Job Title</b>	<b>Director of Quality Assurance</b>
<b>Reporting To</b>	Vice-Chancellor
<b>Job Purpose</b>	Responsible for overseeing and managing the Quality Assurance processes and services across the National University of Vanuatu (NUV), ensuring alignment with institutional goals and national and international quality standards.
<b>Position Summary</b>	Oversees the management, development, implementation, and continuous improvement of NUV's Quality Management System (QMS) to uphold high standards of education, research, and administration in alignment with the regulatory requirements of the VQA, the Vanuatu Quality Assurance Framework (VQAF), and other international quality assurance agencies.
<b>Key Responsibilities – Detailed Listing</b>	<p>Under the supervision of the Vice-Chancellor, the Director of Quality Assurance will be in charge to:</p> <ol style="list-style-type: none"><li><b>1. Manage the development and review of the NUV Quality Management System (QMS):</b> Lead the development, ongoing updates, and continuous improvement of the NUV QMS to ensure it remains effective and relevant.</li><li><b>2. Oversee and support QMS implementation:</b> Provide guidance and oversight to ensure the successful implementation of the NUV QMS across all operational areas.</li><li><b>3. Coordinate and lead internal quality monitoring and review activities:</b> Organize and supervise institutional quality monitoring and evaluation in accordance with QMS standards.</li><li><b>4. Ensure comprehensive academic policies and processes:</b> Maintain robust policies and procedures for key academic areas, including:<ul style="list-style-type: none"><li>• transparent and fair admission processes;</li><li>• rigorous program development, review, and updating mechanisms;</li><li>• policies for research and research training;</li><li>• staff professional development;</li><li>• academic integrity across all activities.</li></ul></li><li><b>5. Facilitate and monitor academic program design and accreditation processes:</b> Collaborate with Deans, Heads of School, Program Coordinators, lecturers to oversee academic program design, ensuring alignment with QMS standards and for the submission of academic program applications for accreditation and approval to (i) the Academic &amp; Assessment Board and (ii) to the NUV Senate via the Accreditation &amp; Assessment Committee (AAC, a subcommittee of the NUV Senate).</li><li><b>6. Promote student-centered processes:</b> Ensure that NUV policies and procedures are responsive to students' learning needs and prioritize a student-centered approach.</li><li><b>7. Advise on corporate policies to assure quality:</b> Provide expert guidance on institutional policies in areas such as governance, management, human resources, finance, IT and research to ensure quality, risk management, compliance and alignment with QMS standards.</li></ol>

	<p><b>8. Liaise with external Quality Assurance (QA) agencies:</b> Serve as the primary contact with the Vanuatu Qualifications Authority (VQA) and other relevant external quality assurance bodies on operational QA matters.</p> <p><b>9. Recommend external audit and QA mechanisms:</b> Advise the Vice-Chancellor's Office on the implementation of external audits and quality assurance measures to support institutional improvement.</p> <p><b>10. Establish and manage an Internal Audit Committee:</b> Recommend the establishment of an NUV Internal Audit Committee and oversee its management to enhance institutional quality oversight.</p> <p><b>11. Perform other duties as assigned:</b> Undertake additional relevant duties as directed by the Vice-Chancellor's Office to support quality assurance objectives.</p>
<p><b>Critical Competencies</b></p>	<p><b>1. Demonstrate professionalism and accountability:</b> Exhibit a high level of occupational knowledge, professional behaviour, accountability, and adaptability to changing circumstances.</p> <p><b>2. Strive for excellence in Quality Assurance:</b> Display exceptional quality assurance expertise, with a commitment to inclusiveness, teamwork, and collaboration across diverse stakeholders.</p> <p><b>3. Foster innovation and quality focus:</b> Contribute to NUV's growth by applying innovative solutions, effective management, and a strong focus on quality improvement in all processes.</p>
<p><b>Educational Qualifications &amp; Experience</b></p>	<p>Hold a PhD or Master's degree, with extensive proven experience in the development, implementation, and operation of quality management systems.</p>
<p><b>Special Skills</b></p>	<ul style="list-style-type: none"> <li>✓ <b>Curriculum development expertise:</b> Proven experience in designing, developing, and evaluating academic curricula in alignment with quality standards.</li> <li>✓ <b>Quality Management Systems (QMS) proficiency in multicultural contexts:</b> Extensive experience applying QMS frameworks in diverse and multicultural environments.</li> <li>✓ <b>Adult training and coaching skills:</b> Skilled in delivering effective training, coaching, and professional development for adult learners.</li> <li>✓ <b>Advanced computer literacy:</b> High proficiency in utilizing technology and software relevant to quality assurance processes, data management, and reporting.</li> <li>✓ <b>Strong research skills:</b> Demonstrated ability to conduct rigorous research and apply findings to improve quality assurance practices.</li> <li>✓ <b>Bilingual proficiency in English and French:</b> Excellent verbal and written communication skills in both English and French, ensuring effective engagement in bilingual or multilingual contexts.</li> <li>✓ <b>Organizational excellence:</b> Exceptional organizational skills with the ability to manage multiple projects and priorities efficiently.</li> <li>✓ <b>Analytical and critical thinking abilities:</b> Expertise in analysing complex issues, identifying key insights, and making evidence-based decisions.</li> </ul>

	<p>✓ <b>Creative and practical problem-solving:</b> Adept at developing innovative and pragmatic solutions to challenges in quality assurance and institutional operations.</p>
<p><b>Required Experience</b></p>	<ul style="list-style-type: none"> <li>• <b>Minimum of five years' proven experience in Quality Assurance Management:</b> Demonstrated expertise in leading and managing quality assurance processes, including the development, implementation, and monitoring of quality management systems.</li> <li>• <b>Experience in Higher Education or tertiary institutions preferred:</b> Prior experience in quality assurance roles within a university or tertiary education setting is highly desirable.</li> </ul>
<p><b>Language</b></p>	<p>Fluent in English and French, knowledge of Bislama an advantage</p>
<p><b>Terms and Conditions of Employment</b></p>	<p>Annual salary: From 6.2 M VT (plus 25% benefits) depending on qualification and experience</p> <p>The National University of Vanuatu (NUV) is an Affirmative Action and Equal Opportunity Employer dedicated to promoting diversity and inclusivity. All employment decisions at NUV are merit-based and ensure equal opportunity for all individuals. NUV is committed to the fair, equitable, and impartial treatment of all employees in every aspect of employment. The university actively promotes gender balance in its workforce and strives to provide meaningful employment opportunities for individuals with special needs. NUV does not discriminate on the basis of gender, religion, nationality, race, language, or disability in any employment decisions.</p>
<p><b>Contact Person</b></p>	<p>Potential applicants with specific questions are welcome to contact the human resources' service at <a href="mailto:apply@univ.edu.vu">apply@univ.edu.vu</a></p>
<p><b>Selection Methods</b></p>	<p>Please send your cover letter and CV with 2 references from past/recent employment including recent contact details and evidence of your highest qualifications to the following address: <a href="mailto:apply@univ.edu.vu">apply@univ.edu.vu</a></p> <p>Deadline for submission: 8 January 2025</p>