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| **Position Title** | Quality Assurance Manager |
| **Group/Portfolio** | Office of the Provost | Online Strategy Unit |
| **Classification** | HEW 8 |
| **Position Number** |  |
| **Reports To** | Senior Executive Officer, OSU |
| **Employment Type** | Continuing |

## 1.0 Position Purpose

The Quality Assurance Manager will provide quality management, support and guidance in relation to program and course offerings in the portfolio of On-demand offerings. This position will contribute to the development and implementation of a quality assurance strategy for On-demand programs and courses including the design, delivery and review stages. This position requires a high standard of attention to detail and professionalism as the first point of contact for quality and compliance related learning and teaching matters in the Online Strategy Unit (OSU).

## 2.0 Eligibility Requirements

* + - Bachelor degree in a related field, or other tertiary qualification in combination with relevant industry experience in quality assurance and in learning design (in the context of higher education sector), and comprehensive knowledge of Quality Assurance

## 3.0 Key Responsibilities.

* + - Coordinate the development, implementation and continuous improvement of a comprehensive quality management system, policy, procedure, and work instructions, ensuring alignment with regulatory requirements, university policies and best practice guidelines.
    - Assist in ensuring adherence to Universal Design for Learning standards are adhered to in OSU design, promoting inclusive and accessible learning experiences
    - Contribute to innovation and continuous improvement within the OSU, contributing to the enhancement of the student learning and assessment experience through evidence-based practices and stakeholder engagement.
    - Coordinate and support regular course and program maintenance, including the planning and execution of long-term review cycles.
    - Support risk management processes in accordance with guidelines, regulatory requirements and university policies.
    - Monitor and evaluate program and course delivery activities and outcomes, using data-driven approaches to identify areas for improvement and ensure quality standards are met.
    - Prepare and present cyclical quality assurance reports, including actionable recommendations for enhancements to programs and the student experience.
    - Engage and collaborate with a wide range of OSU stakeholders in relation to quality assurance matters.
    - Assist with the preparation and coordination of regulatory audits for OSU pilots and innovations, ensuring compliance and readiness.
    - This position may be required to take on other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.
    - Ensure compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.
    - Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).