



**ONTARIO UNIVERSITIES**  
COUNCIL on QUALITY ASSURANCE

### **Senior Officer, Quality Assurance**

The Ontario Universities Council on Quality Assurance (the Quality Council) oversees quality assurance processes for all levels of programs in Ontario's publicly assisted universities, and supports institutions as they continuously improve their programs. The Quality Council operates at arm's length from both Ontario's publicly assisted universities, and also from Ontario's provincial government, which views the Council as the provincial body responsible for assuring the quality of all programs leading to degrees and graduate diplomas and overseeing the regular audit of each university's quality assurance processes. Further information is available at [www.oucqa.ca](http://www.oucqa.ca).

Reporting to the Director, the Senior Officer, Quality Assurance will provide support to the Quality Assurance (QA) team located at the Council of Ontario Universities (COU; see [www.cou.on.ca](http://www.cou.on.ca)) in downtown Toronto.

#### **Responsibilities:**

- a) Support the work of the Quality Council and its committees (senior administrators and faculty from Ontario's universities)
- b) Keep accurate minutes of all meetings of the Quality Council and its Committees
- c) Read, analyze and provide advice on university submissions to the Quality Council, such as revised Institutional Quality Assurance Processes (IQAPs), Final Assessment Reports and Implementation Plans, and Annual Reports on Major Modifications
- d) Draft correspondence arising from decisions of the Quality Council and its committees
- e) Coordinate the activities of the quality assurance audits
- f) Create IQAP-specific desk audit templates for each audit
- g) Conduct basic copy editing on each draft audit report
- h) Manage the logistical details (venue, registration, coordination with program committees and co-sponsors, etc.) of significant annual meetings (e.g., the Learning Outcomes Symposium, the annual meeting of the universities' Key Contacts in Quality Assurance)
- i) Manage the quality assurance data management system (QAMS) and the relationship with the developers and further develop and design QAMS to ensure timely and accurate data management
- j) Manage the Quality Council's website
- k) Prepare the Quality Council's Annual Report, including analysis of relevant data
- l) Respond to or refer, as appropriate, ad hoc queries related to the Quality Council and the appraisals/ audit processes
- m) Organize workshops for new Quality Council and Committee members, as appropriate
- n) Ensure that accessibility requirements are met for the functions of the Quality Assurance Secretariat
- o) Act on behalf of the Director, as necessary

### **Education and Experience:**

- Undergraduate degree, or equivalent experience

### **Experience/skills:**

- Demonstrated experience in managing a fast-paced, multi-faceted environment
- Project management skills and experience
- Minimum of five years' experience working in a university or similar environment
- Ability to juggle deadlines and priorities to ensure that all requirements are met and that the meetings and activities of the groups run smoothly; and
- A high level of proficiency in computer skills, including all Microsoft Office applications, and strong database management and web skills

### **Other:**

- Excellent verbal and written communication skills, attentive listener, professional manner, exercising tact, discretion and judgment at all times; ability to deal with people at all organizational levels.
- Capacity to work independently, as well as collaboratively across the organization and with our members.
- Ability to understand complex issues and to communicate these to others (in both written and oral form) clearly and effectively.
- Excellent interpersonal, tact and diplomacy skills required for dealings with the public, government, and the university community.
- Strong planning, organizational and time-management abilities; able to balance and manage varying priorities and assignments.
- Knowledge of the quality assurance processes and procedures for Ontario's publicly assisted universities is an asset
- Ability to maintain confidentiality and understand the importance of the adjudication and regulation of the quality assurance process.
- Ability to interpret and understand complex routes to Quality Council and Committee decisions is essential.
- Some knowledge of French is an asset.
- Adaptability to work in a high-pressure environment and manage constantly changing demands.

Those qualified are asked to submit a résumé together with a cover letter outlining your experience and suitability for the position as well as salary expectations, to [garecruit@cou.on.ca](mailto:garecruit@cou.on.ca) **by 5 p.m. on June 25, 2018.**

COU is an equal opportunity employer that values the strength diversity brings to the workplace. We thank all applicants for their interest, but only those considered for interview will be contacted.

COU is committed to providing an inclusive and barrier free recruitment process to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation during this process, please inform COU of your requirements.