



الكلية العالمية للهندسة والتكنولوجيا

GLOBAL COLLEGE OF ENGINEERING AND TECHNOLOGY

بالإرتباط الأكاديمي مع جامعة غرب إنجلترا البريطانية  
In partnership with the University of the West of England - Bristol



**Job Title: Quality Assurance Officer**

**Reporting To: Head of Institutional Research and Planning Office (IRPO)**

**Post Holder:**

**Effective Start Date:**

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### **Description**

The Quality Assurance Officer is responsible for supporting institutional quality assurance, institutional effectiveness, compliance monitoring, and continuous improvement activities across the College.

The role supports the implementation of quality assurance processes, institutional reporting, performance monitoring, and evidence management activities to ensure alignment with institutional policies, accreditation requirements, strategic objectives, and continuous improvement standards.

The position also contributes to institutional research, KPI monitoring, benchmarking, and data validation processes under the supervision of the Head of Institutional Research and Planning Office (IRPO), while working collaboratively with the Quality Assurance and Compliance Office (QACO) and other departments across the College.

### **Duties and Responsibilities:**

- Support the implementation, monitoring, and continuous improvement of institutional quality assurance and compliance activities across the College.
- Assist in coordinating internal quality audits, institutional reviews, and accreditation-related activities.
- Maintain quality assurance records, institutional evidence, and related documentation systems.
- Support departments in preparing quality assurance reports, action plans, and institutional submissions.
- Assist in the collection, validation, analysis, and reporting of institutional data, KPIs, surveys, and performance indicators.
- Support the preparation of institutional reports, dashboards, benchmarking activities, and data visualisations using Excel and related tools.
- Contribute to institutional effectiveness, strategic planning, and performance monitoring activities under the supervision of the Head of IRPO.
- Organise quality assurance and institutional effectiveness meetings, including agendas, minutes, and follow-up actions.

- Serve as a focal point for quality assurance and institutional reporting matters, providing guidance and support to departments where required.
- Work collaboratively with academic and administrative departments to ensure timely submission of institutional data, reports, and evidence.
- Support awareness sessions, workshops, and training activities related to quality assurance, institutional effectiveness, and continuous improvement.
- Undertake any other duties assigned by the Head of Institutional Research and Planning Office (IRPO) or the Director of Quality Assurance and Accreditation.

**Candidate characteristics:**

- Proficiency in Microsoft Office applications, particularly Excel, Word, and PowerPoint.
- Strong analytical and data interpretation skills with the ability to prepare data visualisations and dashboards using Excel and related tools.
- Good documentation and report-writing skills.
- Excellent spoken and written English communication skills.
- Strong problem-solving and critical-thinking skills.
- Ability to contribute to process improvement and institutional enhancement initiatives.
- Strong organisational and time-management skills.
- Ability to work collaboratively with academic and administrative departments.
- Good understanding of quality assurance and continuous improvement practices in higher education is preferred.
- Familiarity with accreditation standards, KPI monitoring, and institutional reporting processes is an advantage.

**Requirements:**

- Bachelor's degree in Statistics, Quality Management, Education, Business Administration, Institutional Research, or a related field.
- Minimum of one year of relevant experience in higher education institutions or quality assurance-related work.
- Experience in institutional reporting, data analysis, or quality assurance processes is preferred.

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