### Job Title

**Academic & Quality Assurance Coordinator**

### Department/Office

Registrar Office

### Job Description

#### Academic Qualification
- Master's Degree or higher in a relevant discipline from an accredited institution.
- Professional Experience: 05 years’ experience in relevant field with at least 03 years in a senior managerial role;
- Demonstrated skills in leadership and management;
- Demonstrated understanding the area of quality assurance in the higher education sector/context.

#### Job Aim

This position is responsible for the co-ordination and administration of the student Academic activities for the undergraduate student body in the School. The incumbent will be expected to be fully conversant with all aspects of undergraduate programme and it's rules and regulations, in order to effectively assist faculty, students, the general community, and the program's administration. The incumbent must also have an awareness of the quality assurance methods and management of relevant standards as a major part of her/his job.

#### Number of Staff Managed

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<tr>
<th>As line manager</th>
<th>As countersignatory</th>
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<td>04</td>
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#### Finances Managed

None

### Duty and Standards

#### Duty

Day to day Academic Coordination and Management of Undergraduate Programme

1. Duty (30 %)

- administering the ‘student lifecycle’ from registration or admission to graduation or leaving
- Meeting deadlines for academic concerns:
  - Update deficient grades at the end of each semester
  - Prepare drop out students list at the end of each semester
  - Finalize the grades for making the degree at the end of the year
- managing, Updating and Monitoring manual and computerized records of the students.
- assisting with recruitment, public or alumni relations and marketing activities;
- providing administrative support to an academic team of permanent and adjunct faculty;
- drafting and interpreting regulations and dealing with queries and complaints procedures;
- coordinating examination and assessment processes;
- meet frequently with the Heads/ Coordinators and Students’ Counselor to discuss student and program issues.
- review and follow-up on student academic referrals regularly with the Heads/ Coordinators.
- servicing committees including Academic Committee, Board of Studies, governing bodies and task group of the undergraduate programme.
- managing budgets and ensuring financial systems are followed;
- purchasing goods and equipment, as required, and processing invoices;
- liaising with other administrative staff, academic colleagues and students;
- liaising with partner institutions, other institutions, external agencies, government departments and prospective students;
- organizing and facilitating a variety of educational or social activities.

#### Standards

- Meeting deadlines for academic concerns:
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<th>2. Duty (40%)</th>
<th>Provide leadership in development of school’s quality standards and strategy and to report on the Quality and Performance of the school.</th>
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| Standards | - maintaining high levels of quality assurance, including course evaluation and course approval procedures;  
- using information systems and preparing reports and statistics for internal and external use;  
- participating in the development of future information systems;  
- monitor unusual occurrences, report follow-up procedures, and report monthly and year-to-date comparisons.  
- Reviews quality assurance standards, studies existing policies and procedures, and interviews personnel and customers to evaluate effectiveness of quality assurance program.  
- Writes and prepares quality assurance policies and procedures.  
- Selects specific topics for review, such as problem procedures, high volume of complains, high dropout cases, or other factors.  
- Compiles statistical data and writes narrative reports summarizing quality assurance findings.  
- Assists departments with the coordination of audit information, and recommends appropriate data-gathering mechanisms, procedures, etc.  
- Reviews evaluation, quality control, and other testing reports for accuracy, completeness and compliance to requirements to ensure that quality assurance standards and regulatory requirements are met.  
- Assists the Executive Director with revisions to the Quality Assurance plan for staff review.  
- Maintains current and accurate records of all relevant communications, audits, corrective action plans, and effectiveness monitoring.  
- Conduct a yearly communications audit and competitions analysis for both print materials and websites. Use results to refine print and websites.  
- Primarily responsible for the development and writing of promotional print pieces for all IVS programs using research findings and respecting the graphic standards, which the School has adopted.  
- Assist with the development and continual updates of all IVS programs' websites  
- Assist all IVS programs to develop surveys (e.g. satisfaction, service & recruitment, graduate, exit, etc.)  
- Streamline all IVS communications pieces, print and web and ensure each piece incorporates the IVS brand |

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<th>3. Duty (15%)</th>
<th>Organizational Role and maintenance of records</th>
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| Standards | - Prepare and maintain record of Faculty/Staff contracts and appointment letters and ensure confidentiality and security of the data  
- Documentation of degrees/ transcripts and drafting letters related to academic/faculty concerns i.e. Notices of meetings. Letters of recommendation Leave record etc.  
- Managing the Biometric and manual Attendance System for maintaining faculty/staff Attendance record.  
- Propose annual budgetary requirements for the Section (in coordination with Budgeting & Reporting Section) and coordinate its allocation on an ongoing basis;  
- Ensure that the fundamental technology needs of the Section are available and that the tasks and activities are performed efficiently and cost effectively;  
- Ensure that the performance of various assigned tasks, and the conduct of staff within the Section are in accordance with the Section's policies and procedures.  
- Liaising with accounts department via the registrar office for the permanent and visiting faculty payments.  
- Conducting regular reviews of the physical/technological facilities and services provided to the faculties and facilitate all faculties & internal/external exhibits and also arrangement of all space requirements according to the timetable. |

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<th>4. Duty (10%)</th>
<th>Line Management of Academic Team</th>
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| Standards | Supervision of the Academic Assistants and technical staff, ensuring that a high level of service is provided to the school staff, students, faculties and visitors.  
- Ensuring that each member of the academic support team has appropriate workloads, is given suitable training and has the opportunity to develop his or her skills.  
- Performance Evaluation and Appraisal of each line management staff. |
5. Duty (05%)  Support Role for the co-curricular activities Jointly with the Executive Assistant

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Do all correspondences related to the co-curricular activities like: Letters of functions arranged by the School the faculty and/or the students. This includes all letters of functions, concerts, sponsors’ letters, and educational trips. Letters to travel agents, visa applications etc. Students’ recommendations, permission letters, any and all letters required by the Heads, Faculty and students.

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<td>Registrar</td>
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<tr>
<th>Counter Signed by</th>
<th>Samina R. Khan</th>
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<th>Designation</th>
<th>Executive Director</th>
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