



**ONTARIO UNIVERSITIES**  
COUNCIL on QUALITY ASSURANCE

## **Quality Assurance Officer**

The Ontario Universities Council on Quality Assurance (the Quality Council) oversees quality assurance processes for all levels of academic 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. The Quality Assurance Secretariat supports the ongoing business of the Quality Council and its Committees by providing timely information, advice and support to the Council and to Ontario Universities.

Further information is available at [www.oucqa.ca](http://www.oucqa.ca).

We are seeking a Quality Assurance Officer to join the Quality Assurance Secretariat, to begin approximately mid- to late- August, 2022. The Quality Assurance Officer will report to the Senior Quality Assurance Officer and will support the on-going activities of the Quality Council, its committees, and the Secretariat. The ideal candidate has experience with meeting and event planning, expertise in communications (including social media and basic website management), strong attention to detail, and the ability to juggle deadlines and competing priorities. The position would suit a candidate with experience in, or interest in learning about, the Ontario university sector.

Our office is located within the Council of Ontario Universities Office in downtown Toronto. Over the summer and fall of 2022, the Quality Assurance Secretariat staff, along with COU staff, will return to our office on a hybrid basis (1-2 days in office per week), until at least December 2022.

The salary range for this position is \$56,650-\$63,000/year plus benefits package (remuneration commensurate to relevant skills and experience).

### **Key Responsibilities:**

The Quality Assurance Officer will:

- a) Support the on-going work of the Quality Council and its Committees by conducting background research and providing other support in preparation for meetings and events;
- b) Co-ordinate the day-to-day aspects in support of the Secretariat's organization of significant meetings including the biannual Learning Outcomes Symposium and meetings of the universities' Key Contacts in Quality Assurance;
- c) Monitor and track the Secretariat's communications to our members about their QA submissions;

- d) Ensure the Secretariat's database (QAMS) is kept up to date with key QA outcomes data and use QAMS to produce and analyze reports to track quality assurance processes;
- e) Update and maintain the Quality Council's website;
- f) Develop and manage digital and non-digital content for public-facing and sector-targeted communications, ensuring consistent and accessible messaging;
- g) Manage a strong web and social media presence to boost awareness of the Quality Council and promote key messages;
- h) Assist with the design of strategic reports and communications, as required;
- i) Some other departmental and administrative duties, as required, including meeting support and event planning / delivery; and
- j) At the request of a senior team member, may be delegated additional responsibilities, as necessary.

**Education and Experience:**

- Undergraduate degree, or equivalent experience

**Experience/skills:**

- Demonstrated experience in working in a fast-paced, multi-faceted environment
- Demonstrated experience with writing and managing social media content;
- Familiarity with web and print design;
- Ability to juggle deadlines and often competing priorities to ensure that all requirements are met and that the meetings and activities of the groups run smoothly;
- High degree of comfort in organizing meetings, videoconferences and webinars; 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;
- Exceptional attention to detail;
- Attentive listener, professional manner, and capacity to exercise tact, diplomacy, discretion and sound judgment at all times;
- Capacity to work with people at all organizational levels;
- Capacity to work independently, as well as collaboratively across the organization and with our member institutions;
- Ability to understand complex issues and to communicate these to others (in both written and oral form) clearly and effectively;
- Strong planning, organizational and time-management abilities with an ability to balance and manage varying priorities and assignments;
- Experience in the Ontario post-secondary sector is an asset, and knowledge of the quality assurance processes and procedures for Ontario's publicly assisted universities would be particularly valued; and

- Some knowledge of French is an asset.

Those qualified are asked to submit a résumé together with a cover letter outlining your experience and suitability for the position to [QAreruit@cou.ca](mailto:QAreruit@cou.ca) by 5 p.m. on July 5, 2022.

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.