Senior Quality Assurance Officer (two positions)

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 Appraisal and Audit Committees by providing timely information, advice and support to the Council and to Ontario Universities.

Further information is available at www.oucqa.ca.

Ensuring the Quality of University Degree Programs in Ontario: We are seeking two (2) Senior Quality Assurance Officers to join the Quality Assurance Secretariat to support Ontario’s universities work to assure the quality of their academic degree programs. Reporting to the Director Operations, the two Senior Quality Assurance Officers will work together to support the on-going activities of the Quality Council (Ontario Universities Council on Quality Assurance (oucga.ca)), its committees, and the Secretariat. The ideal candidates have exceptional attention to detail, strong research and analytical skills, experience with meeting and event planning, expertise in communications (including social media and basic website management), and the ability to juggle deadlines and competing priorities. These positions would suit candidates 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 (COU.ca). Currently, the Quality Assurance Secretariat staff, along with COU staff, have returned to the office on a hybrid basis (2 days in office per week), until at least January 2024.

The hiring salary range for these positions is $65,277 – $77,462 per year plus benefits package (remuneration commensurate to relevant skills and experience).

Key Responsibilities:

The work of the Quality Assurance Secretariat is highly collaborative. Although each Senior Quality Assurance Officer will have some unique tasks associated with supporting the work of the Audit or Appraisal Committee, the key responsibilities for both positions are largely the same.

The Senior Quality Assurance Officer will:
a) Conduct background research and provide other support in preparation for meetings and events;

b) Prepare complex meeting materials, draft sensitive/nuanced correspondence and take meeting minutes;

c) Provide oversight of key quality assurance outcomes and member communications;

d) Project manage significant meetings and events;

e) Develop and manage the Council’s public-facing and sector-targeted communications, including social media postings and responsibility for the Quality Council’s website maintenance, updates and enhancements;

f) Ensure the quality assurance management system (QAMS) is kept up to date with key quality assurance outcomes data and use QAMS to produce and analyze reports to track quality assurance processes;

g) Assist with the creation and design of strategic reports and communications, as required; and

h) At the request of a senior team member, may be delegated additional responsibilities, as necessary.

**Education and Experience:**

- Undergraduate degree, or equivalent experience. A graduate degree is an asset.
- At least five (5) years’ experience working in a university or similar environment.

**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;
- A high degree of comfort with using platforms / technologies such as MailChimp, Survey Monkey, Canva, WordPress, Padlet, LinkedIn, Twitter and YouTube; and
- A high level of proficiency in computer skills, including all Microsoft Office applications, and strong database management and web skills.

**Other:**

- Ability to understand complex issues and communicate these to others (in both written and oral form) clearly and effectively;
- 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 collaboratively, as well as independently, within the team, with the Quality Council and its Committees, across the organization and with our member institutions;
• Strong planning, organizational and time-management abilities with an ability 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; and
• Working knowledge of French language (oral and written) is a strong asset.

Those qualified are asked to submit a résumé together with a cover letter outlining your experience and suitability for the position to QArecruit@cou.ca by 5 p.m. on August 4, 2023.

The Quality Assurance Secretariat falls under the policies of COU. As such, it is committed to equity, diversity, and inclusion and supports equal opportunity for its employees. We welcome applications from qualified individuals of diverse backgrounds and encourage applications from those identifying with equity-deserving groups. We value applicants who have demonstrated a commitment to equity, diversity and inclusion and recognize that diverse perspectives, experiences, and expertise are essential to achieving our goals and strengthening our mission. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Quality Assurance Secretariat is also 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 us of your requirements.