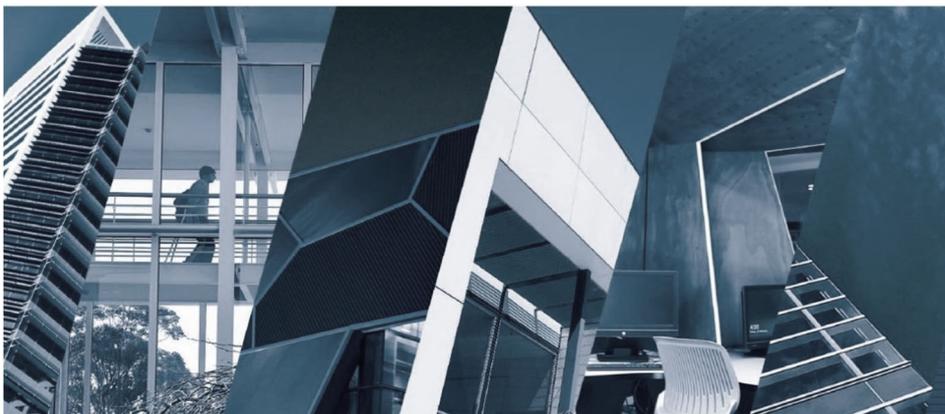


# Position Description



Position title:	Manager, Policy and Quality Assurance Services
School/Directorate/VCO:	Centre for Teaching Innovation and Quality
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 8 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Rebecca Johnson, Manager, Policy and Quality Assurance Services Telephone: (03) 5327 8259 Email: r.johnson@federation.edu.au
Recruitment number:	850407

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

## Portfolio

The Centre for Learning, Innovation and Professional Practice (CLIPP) is a central learning and teaching unit within Federation University that provides targeted and collaborative student academic transition support services, and professional staff learning which supports, enhances, and advances student learning environments and quality learning and teaching practices based on University learning and teaching initiatives and directives.

### Position summary

The Policy and Quality Assurance Services Team provides leadership in relation to the University's Policy and Quality Frameworks. Through the Quality Framework, the University deploys its quality assurance processes which meet both internal and external tertiary education regulatory quality and compliance requirements. Through the Policy Framework, the University describes its approach policy governance. Policy and Quality Services Team administer the systems and processes that underpin the delivery of this approach and provide advice of policy content.

The Manager, Policy and Quality Assurance Services is responsible for the monitoring, interpretation and provision of advice relating to tertiary education quality regulatory requirements imposed by the:

- Tertiary Education Quality and Standards Agency (TEQSA) as they apply to Higher Education); and
- Australian Skills Quality Authority (ASQA) as they apply to Vocational Education and Training;
- Victorian Registration and Qualification Authority (VRQA) as they apply to the Victorian Certificate of Applied Learning.
- Compliance with the Higher Education Skills Group (HESG) Funding Contract.

The Manager, Policy and Quality Assurance Services is responsible for managing the Quality Assurance work of the Quality team, drafting annual audit plans, monitoring the completion of audit work and reviewing final reports and providing briefings to senior leadership and governance authorities as required, as well as providing support, leadership and guidance to the Dean, Learning and Teaching. The Manager, Policy and Quality Assurance Services also leads the Manager, International Compliance.

The Manager, Policy and Quality Assurance Services will work closely with operational management and senior leadership across the University. This includes the coordination of internal and external quality audits and reviews, quality improvement projects, the development of training material and programs and information sessions to staff across the University on a variety of quality related topics, and provision of advice and guidance to staff regarding quality requirements.

The Manager, Policy and Quality Assurance Services is also responsible for overseeing the work of Policy Administration and Policy Writing.

### Key responsibilities

1. Maintain a comprehensive and accurate understanding of the legislative requirements of the relevant regulatory bodies in order to provide advice to Senior Management, and an overall knowledge of policy settings by federal and state government relevant to the tertiary education sector.
2. Design and implement systems to monitor and report on levels of ongoing compliance of each element of the Student Lifecycle in accordance with the Quality Framework and regulatory bodies, these may include ASQA, TEQSA, VRQA and HESG in order to report the status of compliance to the senior leadership team and relevant governance bodies on a regular basis.
3. Coordinate and administer processes and practices to meet regulatory quality requirements and the requirements of the University's Quality Framework, including preparation for external audit including the development and maintenance of the internal quality audit program, conduct internal quality audits, complete audit reports, and monitoring and reporting resolution of corrective actions and improvement opportunities.
4. Proactively provide input to the content and delivery of training programs on issues relevant to the University's Quality Framework to implement an effective compliance education program.
5. Develop and manage a communication strategy to enhance knowledge and build positive relationships within the University ensuring regulatory quality compliance and policy development requirements are understood.
6. Provide timely and accurate advice to staff about the University's Quality and Policy Frameworks and ensure the Quality and Policy websites are effectively maintained to ensure its currency and relevance.
7. Manage the workload of the Policy and Quality Assurance Services Team in order to ensure key priorities are being met within the designated time frames. This includes managing staff performance and outputs within the team, including the Performance Review Development Processes and the identification of Professional Development opportunities to meet development needs and to maintain currency of practice.

8. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
9. Undertake the responsibilities of the position adhering to:
  - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

### Level of supervision and responsibility

The Manager, Policy and Quality Assurance Services will work under the broad direction of the Dean, Learning and Teaching and is responsible for the administration of the University's Policy and Quality Frameworks and is expected to make day to day operational decisions with broad direction and guidance from the Dean, Learning and Teaching.

The position will be required to solve diverse and complex problems within a dynamic environment, taking into account the different requirements of the VET and Higher Education sectors. Problem solving will require analytical thinking while including reference to legislative requirements.

The Manager, Policy and Quality Assurance Services is responsible for providing advice and guidance to senior management and staff on legislative compliance and quality requirements of the regulatory bodies.

The Manager, Policy and Quality Assurance Services will possess expertise in quality assurance and/or compliance orientated business practices and/or operational management, including expertise in managing complex quality assurance functions within the tertiary education sector.

### Training and qualifications

Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

A qualification in Internal Quality Auditing would be desirable.

### Position and Organisational relationships

The position reports to the Dean, Learning and Teaching and is responsible for staff within the Policy and Quality Assurance Services team.

The position should have an excellent understanding of formal and informal quality management systems, along with the legislative requirements of ASQA, TEQSA, VRQA and HESG. They will also be required to develop a detailed knowledge of the operations of the University, its structures, business and academic systems, and the University's legislative, compliance, and quality and policy frameworks.

The Manager, Policy and Quality Assurance Services will be expected to take a central role in recommending and managing changes to the University's quality and policy management practices to ensure that they continue to meet both internal and external requirement.

### Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

1. Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated extensive knowledge and understanding of the TEQSA Act, Threshold Standards, NVR Act, VET Quality Framework, VCAL standards with an awareness of the ESOS Act and National Code.
3. Demonstrated ability in leading, managing and coordinating significant and complex projects in line with strategic objectives and strict deadlines while working with a diverse range of people to achieve agreed outcomes.
4. Demonstrated verbal and written communication skills, ability to develop and write reports, policies and procedures in consultation with relevant stakeholders.
5. Demonstrated analytical skills and ability to apply strategic, innovative thinking to develop options, critically evaluate alternatives and implement solutions to complex issues.
6. Demonstrated experience in a role which required management of a range of functions and provision of advice about and interpretation of policy and procedure, legislation and compliance or quality standards.
7. Demonstrated experience in managing staff and leading teams to achieve planned outcomes.
8. Demonstrated alignment with the University's commitment to child safety.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*