

**FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION**



VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships, enhances excellence, and provides education and skills that promote sustainability through research with real-world impact and contributes to self-development.

1. POSITION DETAILS

Position : Manager Monitoring and Compliance

Grade : 7

Incumbent :

Division : Office of Learning and Teaching

Department : Quality Office

Location : Nasinu Campus

Reports to : The Pro –Vice Chancellor Learning & Teaching through respective section heads

2. PURPOSE

The purpose of this position is to Design, develop and implement quality assurance policies, strategies and systems, for both internal and collaborative provision, with an on-going appraisal of their fitness for purpose. The Manager Monitoring & Compliance will maintain oversight of the assurance of quality and standards at FNU and create and implement activities relating to compliance, including academic regulations and policies. The incumbent will evaluate all University activities relating to academic quality compliance that include policies, institutional surveys, customer satisfaction, programme development and accreditation plans, etc. The Manager Monitoring & Compliance will provide and interpret monitoring and compliance operations related to Office of Learning and Teaching.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Director Academic Learning & Teaching (DAL&T)**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
None	N/A

4. KEY ACCOUNTABILITIES

1. Prepare the monitoring and compliance office strategic plan with an alignment to the University's and the learning and teaching strategic plan.
2. Coordinate timely collection of relevant information, distribution of regular progress reports, and submit recommendations for future improvements based on the data for a life changing impact for the learners.
3. Develop and implement policies and (SOP) standard operating procedures.
4. Design and develop the FNU quality manual in collaboration with the quality managers and Director Academic.
5. Design and develop quality action plan, course audit, class audit, lecture observation, programme audit templates.
6. Design and develop quality improvement templates
7. Design and develop procedures from the Internal Evaluation Review process
8. Organize, facilitate, manage and ensure implementation and effectiveness of the Quality Improvement (QI) System leading to a positive and measurable impact on the University.
9. Supervise the coordination of monitoring of the University quality procedures, standards and specifications for reviewing
10. Monitor and support all academic programmes as assigned, to ensure programme compliance with all applicable regulations and policies
11. Facilitate the implementation of the FNU Quality manual and ensure compliance of academic quality in all academic processes
12. Provide support to all academic departments in quality planning and implementation of quality related procedures
13. Undertake any research and investigations as appropriate
14. Conduct class, course and programme audits and prepare reports for improvements as appropriate including Peer Observation Teaching (POT)
15. Conduct Internal Evaluation Reviews and report on the quality of the programmes
16. Coordinate the implementation and outcomes of satisfaction surveys and feedback around service
17. Ensure the implementation of quality audit processes and procedures for the University
18. Provide advice and guidance about academic quality and standards to University and College Learning and Teaching committees
19. Review existing policies and make suggestions for changes and improvements with recommendation for a proper implementation
20. Organize, facilitate, manage, and ensure implementation and effectiveness of the Quality Improvement (QI) system leading to a positive and measurable impact on the University
21. Ensure the implementation of quality audit processes and procedures for the University.
22. Present audits, data, and procedures to other teams; advise on compliance issues across the University
23. Assist external auditors, evaluators and students with respect to quality, specifications, audits and customer surveillance visits.
24. Build and lead, or participate in, appropriate networks, both internal and external, to enhance aspects of quality.
25. Coordinate the benchmarking of survey reports for the University and present the monitoring and review reports for the Senior Management Group.
26. Receive complaints from customer, investigate and report to the DAL&T for appropriate action and feedback.
27. Compile information and prepare reports on the progress on monitoring of action plans, Academic Portfolio Report, Quality Action Plan, IER findings, audits and reviews.

28. Monitor the measurement systems for academic quality and provide reports to respective functions for appropriate corrective measures through corrective action plans.
29. Develop and Implement forms and templates to be used to collect data and provide documentation to inform of the best practices and the need areas for quality improvement.
30. Draw an action plan for the academic portfolio review and monitor its progress.
31. Conduct meetings using process improvement tools and problem-solving techniques.
32. Participate actively in, attend, and (at the request of the DAL&T) chair relevant meetings as and when required.
33. General Responsibility to undertake any other duties assigned by the DAL&T and PVC-L&T from time to time

5. KEY CHALLENGES

- Decision making in an environment of high level of ambiguity and resistance by Heads of Colleges/Divisions to accept change.
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture

6. AUTHORITY LEVEL

Operating Expenditure :.....N/A.....

Capital Expenditure :.....N/A.....

Others :.....N/A.....

7. QUALIFICATION & EXPERIENCE

Essential

- A Master's degree and Teacher Training as an essential qualification.
- A minimum of 10 years of related work experience with proven experience in a leadership role.
- Familiarity with working in a university environment, with the ability to collaborate effectively with colleges and administration.
- Experience working closely with senior management, ideally in a Higher Education (HE) environment.
- Strong experience in quantitative data analysis, including the ability to interpret, evaluate, and utilize data for decision-making and reporting.

Desirable

- Quality Assurance Certification

8. KNOWLEDGE & SKILLS

- The ability to work effectively in a multi-cultural team environment
- High level communication skills (written and spoken) in English
- Be self-driven result oriented and be able to set and meet deadlines
- Excellent computer knowledge with proficiencies in MS Word, Excel, Outlook, Power point etc.
- Ability to multitask

9. WORKING RELATIONSHIP

Internal	Directors, Managers, Support Staff, Heads of Department, Heads of School, Dean(s), Vice Chancellor, Pro-Vice Chancellors, Staff and students.	Frequency : Daily Basis
External	FNU Stakeholders, Regulatory, Professional Registration and Licensing and Accreditation bodies, Commercial and Non- Commercial Industries, Students, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities	Frequency: When Required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.