

Nipissing University
POSITION DESCRIPTION

POSITION TITLE:	Manager, Quality Assurance and Program Innovation
DEPARTMENT:	Office of the Provost and Vice-President, Academic
SALARY LEVEL:	SL 7
EMPLOYMENT DEFINITION:	Full-time Administration
SUPERVISOR:	Provost and Vice-President, Academic
DATE POSITION CREATED:	September 2023

SUMMARY OF FUNCTIONS:

Reporting to the Provost and Vice-President, Academic, the Manager, Quality Assurance and Program Innovation is responsible for managing Nipissing University's Quality Assurance process and supporting the development of program innovation. Working from the Strategic and Academic Plans, the Manager supports academic leaders with academic program changes such as curriculum changes, pedagogical innovation, impacts of program and degree requirement changes, as well as ensuring appropriate learning outcomes are established. As the primary contact for quality assurance, the Manager will work collaboratively with academic leaders and administrative departments to ensure the timely and accurate submissions of robust and meaningful program reviews. The Manager will provide managerial oversight for the Office of the Provost and Vice-President, Academic as it relates to quality assurance and program approvals (major modification).

DUTIES AND RESPONSIBILITIES:

Quality Assurance

60 %

- Support the Provost and Vice-President, Academic in providing leadership to the institution concerning the implementation of the Quality Assurance Framework and by acting as an ambassador for academic quality and an institutional culture of continuous improvement
- Work collaboratively with Faculties to implement the Institutional Quality Assurance Protocol (IQAP) and other related processes
- Ensure the timely and appropriate review of academic units and their programs are in line with the highest academic standards and IQAP, including the selection of appropriate peer reviewers, the submission of full implementation plans, the drafting of accurate and appropriate materials for governance, timely reporting and appropriate accountability
- Manage the internal approval process for the progress and final reports by ensuring sign-off by all appropriate stakeholders as well as proper internal governance approval while following the review timelines and schedules.
- Ensure the University's structures, rules, regulations and guidelines support quality, minimize risk and are consistent with the Quality Assurance Framework for Ontario and other relevant policies
- Support the Provost and Vice-President, Academic in ensuring the University's compliance with the IQAP and preparedness for audit under the Quality Assurance Framework for Ontario
- Highlight any issues, concerns or deficiencies with program submissions to the Provost and Vice-President, Academic
- Ensure the review process and requirements conform to high standards
- Develop intimate familiarity with the Quality Council's Quality Assurance Framework and Nipissing University's Institutional Quality Assurance Protocol (IQAP) and procedures
- Manage and maintain an up-to-date schedule of reviews and results and communicate with the appropriate academic leaders to ensure timely submissions while providing sufficient time for review and revisions
- Advise the Academic Quality Assurance and Planning Committee (and other relevant university committees)

- Serve as the University's primary contact for provincial quality assurance and with the Quality Council of Ontario
- Ensure the office serves as a central repository of accurate records of program accreditation
- Maintain contact with peer institutions to support discussion of best practices
- Oversee the development and delivery of an annual quality assurance workshop for academic leaders and administrative departments
- Oversee and coordinate the academic planning process with the faculties
- Develop and regularly update proposal templates for new programs
- Manage new program proposals by providing expert advice throughout the approval process.
- Provide updated environmental scans of labour market trends and analyses to new program proponents for inclusion in the new program proposal
- Track new program and major modification activity
- Manage the Quality Assurance webpage as part of the Provost and Vice-President, Academic's website.

Academic Program Change and Innovation

25 %

- Responsible and act as the primary contact for information on the governance approval process of proposals or revisions to academic programs, degree and program requirements, and academic policies and agreements.
- Act as primary contact for academic leaders and administrative colleagues concerning particularly complex proposals and initiatives
- Support the Deans in developing and managing a strategic framework and processes for program innovation, responding to actions required for program renewal, identified through Annual Program Reviews and IQAP Implementation Plans and guided by Institutional priorities, planning and data analysis
- Work with faculty and the Centre for Teaching and Learning to facilitate processes for program innovation
- Oversee market research to support academic program innovation and renewal
- Convene and generate conversations across academic units to ensure the development of the best programs and the most resource-sharing of information, best practice, and program architecture
- Advise administrative staff and academic administrators on proposals for new degree programs, graduate diplomas, collaborative programs, and combined degree programs, changes to existing programs including graduate courses and decisions to close programs across their life-cycle, including governance approval based on established policy approved by Senate, external oversight and Ministry of Colleges and Universities submission
- Understand the importance of Learning Outcomes and assist colleagues in assessing the impact of academic change in terms of impact on learning outcomes, taking into consideration any external implications such as accreditation
- Assume responsibility for prompt, accurate and full reporting of academic program change to all appropriate offices and bodies
- Ensure the provision of consolidated and accurate data concerning the University's academic programs to all offices/divisions supporting a wide range of reporting and institutional needs and purposes
- Oversee research concerning academic structures and models at peer institutions
- Advise academic and administrative leaders on issues relating to academic programs
- Provide guidance on appropriate governance approval paths

Office Management

15 %

- Manage the work of the Office of the Provost and Vice-President, Academic relative to Quality Assurance by establishing priorities and providing advice and guidance
- Responsible for ensuring service-oriented, responsive, inclusive, consultative support with the highest standards in work
- Ensure development and provision of templates to support clarity and consistency in work and help guide proponents in addressing required categories that support assessment of quality

- Manage and supervise Quality Assurance Clerk's administrative duties and scheduling, including workshops, facilitated working sessions with faculty for program changes and events (External Review Site Visits and Scheduled Audits)
- Support building excellent relationships with administrative offices across the University
- Maintain positive relationships with internal and external colleagues
- Contribute to and advise on institutional agreements involving academic programs and standards
- Manage the communication of new program approvals with relevant departments to ensure the accurate creation of promotional materials for the recruitment of students
- Represent Nipissing University at meetings and conferences on academic quality assurance

Any other duties as assigned.

QUALIFICATIONS:

Education: Graduate degree in a relevant discipline (such as Education or Public Administration) is required.

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- 5-7 years of recent and related experience in a university environment
- Knowledge of and engagement in Quality Assurance processes, academic program and curriculum changes, and active involvement in supporting academic and institutional change processes
- Demonstrated knowledge of and experience in undergraduate and graduate program structures, standards, and expectations across the full range of programs within a university environment
- Knowledge and understanding of university governance processes
- Superior oral and written communication and interpersonal skills
- Excellent interpersonal skills
- Superior analytical and organizational skills
- Ability to establish credibility and work with senior University Officers and Senior academic leaders
- Exceptional attention to detail and accuracy
- Ability to work independently with a high-level of tact and in a highly consultative/collaborative manner
- Ability to work under pressure
- Superior demonstrated ability to manage complex and long-term projects and see them to successful, timely completion
- Ability to identify emerging issues of high importance and ensure they are addressed
- Ability to think critically to understand apparently unconnected activities and programs may have unintended repercussions
- Proven ability to synthesize and accurately interpret large bodies of complex and nuanced material

RELATIONSHIPS/CONTACTS:

Supervised by: Provost and Vice-President, Academic

Internal Contacts: Students, staff, faculty

External Contacts: Ontario Universities Council on Quality Assurance

MATERIALS UTILIZED:

- Office equipment
- Senate policies and procedures

- Quality assurance policies and procedures
- Academic Calendar
- Collective agreements
- Other relevant university policies and procedures

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Considerable visual and mental concentration
- Sitting, standing and walking
- Comfortable office with separate workstation
- Frequent interruptions

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date:

Human Resources

Date