



JOB DESCRIPTION

Job Title:	Quality Assurance Manager
Reporting Relationship:	Director of the Office of Institutional Effectiveness (OIE)
Location:	Global Studies University, Sharjah, United Arab Emirates
Expected Starting Date:	For immediate hire
Job Status:	Full time
Application Deadline:	The position is open, until filled

About Us

Located in Sharjah, United Arab Emirates, and following the successful launch of The Africa Institute in 2018, Global Studies University was established in 2023 as a non-profit institution for higher education by His Highness Sheikh Dr. Sultan bin Muhammad Al-Qasimi, Member of the Supreme Council and Ruler of Sharjah. [Read more.](#)

About the Position

This position reports to the Director of the Office of Institutional Effectiveness (OIE). One of OIE's primary goals is to coordinate, facilitate, and advance assessment practices and processes across the campus in support of evidence-based decision making and planning. The OIE strives to demonstrate to all stakeholders the high quality of teaching, learning, research, and publishing output of GSU's faculty and graduate students, and stay abreast of best practices in local and global peer institutions. The Quality Assurance Manager will assist in all aspects of quality assurance and enhancement activities: from monitoring institutional strategic goals, to assisting with acquisition of international accreditation and global ranking, to advancing continuous assessment of operational functions, gathering and preserving institutional data and records, as well as engaging, leading, and working collaboratively with others to ensure compliance with regulatory requirements. The prospective candidate for the position should have background and proven long-term experience and an understanding of requirements and processes needed for an institution to continually be in good standing in all accreditation and licensure-related matters in the United Arab Emirates.

Key Responsibilities

- Works collaboratively with academic programs to manage the periodic review of the academic quality and standards
- Monitor the dissemination of relevant, timely and accurate institutional information to administrators, the University community, the external community, and external regulatory agencies as needed
- Lead the preparation of a variety of university publications such Fact Book, and annual performance reports at University and Programmatic levels
- Prepare and develop relevant reports to support the accreditation processes as needed
- Participate in and provide support for the University's strategic planning, institutional effectiveness and outcomes assessment processes as appropriate
- Provides support for the University's risk management processes as assigned
- Coordinates the processes for GSU's ranking cyclical submissions to ranking agencies
- Supervises how OIE monitors institutional data integrity and continuously assesses and recommends opportunities to improve data and research quality
- Monitors compliance with all Institutional and Program level KPIs and work to ensure the accurate and timely collection of KPI data at programmatic and institutional levels
- Ensure that the QA Manual is regularly updated and effectively implemented at GSU
- Provides the relevant technical support and training to the academic departments to ensure readiness for data reporting of KPIs
- Ensure that all data required to support the continuous review cycle is collected, analyzed, validated and utilized to improve performance and ensure quality standards and expectations are met
- Work with academic programs to ensure that the required periodic program review/self-study are completed on schedule
- Monitor that all corrective actions go through the necessary procedures in academic and non-academic units to effect improvement plan
- Support all accreditation processes and elaborate a register of corrective actions to ensure continuous improvement for GSU programs
- Coordinate with all the relevant regulatory bodies on all accreditation requirements as assigned
- Collaborate with all academic and academic support departments to ensure that all documentation for accreditation is current and available for validation
- Monitor and coordinate maintenance and preservation of all course records
- Perform other related duties or assignments as needed

Required Skills

- Strong organizational skills, coupled with the ability to take initiative and work with limited supervision
- Strong verbal and written communication skills, including presentation skills, and demonstrated competency in interacting with people at all levels of the organization

- The ability to work effectively as part of a team in a multicultural environment, to handle pressure with a positive attitude, and to meet deadlines in a demanding work environment
- Ability to keep up to date on relevant policies and procedures in line with the duties identified in the job description
- Excellent oral and written communication skills in English
- Proficiency with Microsoft Office applications
- The ability to maintain a high level of professionalism and confidentiality

Academic Qualifications

- Master's degree in a relevant field

Professional Experience

- A minimum of 3+ years of relevant experience in quality assurance in higher education is required
- Experience with accreditation processes in higher education
- Experience in managing and developing data systems
- Experience in assessment processes and regulatory compliance in higher education in the UAE
- Experience in university ranking systems

How to Apply

- If you are interested, please submit your CV and Cover Letter via email to careers@gsu.ac.ae. Kindly include the position you are applying for in the subject line.

Salary and further compensation commensurate with degree and experience. Benefits package includes health insurance, housing, and transportation, children school fees allowance subject to coordination of benefits.

GSU is committed to fair employment practices and encourages women and men of all national, ethnic, and religious backgrounds to apply and join our expanding team. UAE nationals are encouraged to apply.

We anticipate a high number of applications and will do our best to respond to any queries. Please note that only shortlisted applicants will be contacted in the first instance.
