

Quality Assurance Officer – Office of Institutional Effectiveness

The American University in Dubai invites qualified applicants to apply for the position of Quality Assurance Officer.

The objective of the Quality Assurance Officer is to support the Director of Institutional Effectiveness in all related business and operational functions of the Office of Institutional Effectiveness. Furthermore, the Quality Assurance Officer is responsible for the entire quality assurance process, the auditing process, the timely submission of the HEDB and KHDA and the administration of the exit exam.

Principal Responsibilities:

- **Quality Assurance and Audit:**
 - Coordinate and support academic and administrative units with the preparation and submission of the annual operational plans and self-assessment reports on the portal.
 - Provide training to academic and administrative units to use the portal.
 - Assist in the continuous update and improvement of the adopted institutional effectiveness portal.
 - Continuously update the Intranet.
 - In collaboration with the Offices of the Registrar and the Student Recruitment and Admissions, ensure that student files are complete, up-to-date and accurate.
 - In collaboration with all academic units, ensure that all course files are organized and maintained in accordance with the requirements of the UAE Commission for Academic Accreditation (CAA);
 - In collaboration with the Office of Human Resources, ensure that faculty and staff files are properly maintained (these should contain appropriate transcripts, experiential qualification documentation, data forms required by accrediting agencies, evaluations, etc.).
- **HEDB and KHDA Submission**
 - Create data sets and reports from various institutional databases and external resources.
 - Support the Director of Institutional Effectiveness in liaising with the HEDB.
 - Collect HEDB data from relevant internal units for timely submission.
 - Prepare Annual Reports for HEDB, KHDA and other external entities.
 - Ensure all data collected for HEDB is accurate and uploaded to the portal on time.
 - Provide relevant training and orientation to internal stakeholders to familiarize them with HEDB datasets and KHDA data requirements.
- **Accreditation and Compliance**
 - Assist when and whenever required with the preparation of any accreditation or inspection visit, including the visits of the UAE Ministry of Higher Education and Scientific Research, CAA, SACSCOC, or any other accrediting body.
 - Assist with the preparation, review and submission of accreditation reports and requirements.
 - Assist and coordinate documentation aligned with the new OBEF for program accreditation.
 - Support the preparation of OBEF reports and follow-up action plans.
 - Work with the Director of Institutional Effectiveness to ensure progress on programs' CAPs.
 - Other related tasks or projects assigned by the Director of Institutional Effectiveness
- **Exit Exam Administration:**
 - Communicate with students on the exit exam instructions and send them reminders.
 - Send the exit exam report to the Office of the Registrar.
 - Generate the exit exam results and share findings to ensure student performance in general education areas

Competencies and Skills:

- Excellent interpersonal, written and communication skill
- Prior experience in HEDB (previously known as CHEDS)
- Strong team skills
- Organizational and time management skills
- Office administration abilities
- Ability to work under pressure
- Ability to provide excellent customer service to clients, students and staff
- Ability to professionally represent the University
- Attention to detail and ability to follow through
- Sense of humor and flexibility

Essential Qualifications:

- Bachelor's degree
- Expertise with Microsoft Office
- Be able to prioritize responsibilities, duties and projects
- Strong professional references

Preferred Qualifications:

Five (5) years or more of effective administrative support.

Applications will be accepted and evaluated until this position is filled.

Preference will be given to candidates who are already located in the UAE.

Interested applicants must submit the following required documents via email to recruitment@aud.edu.

Please state the title of the position as the subject of the email.

- Cover letter
- Updated CV
- Contact information of three (3) academic/professional references

No telephone calls, please.

While we thank all applicants for their interest, only those under consideration will be contacted for a follow-up interview.