



## POSITION DESCRIPTION

<b>Position Title:</b>	Quality Enhancement Officer
<b>Classification:</b>	HEW 7
<b>Establishment No.:</b>	7009199
<b>Reporting to title &amp; establishment / position No.:</b>	Manager, Reviews / 7008383
<b>School/Office:</b>	Office of the Deputy Vice-Chancellor and Vice-President, Academic
<b>Division:</b>	Deputy Vice-Chancellor and Vice-President, Academic

### Context:

Western Sydney University is a modern, forward-thinking, research-led university, located at the heart of Australia's fastest-growing and economically significant region, Western Sydney. Boasting 11 campuses – many in Western Sydney CBD locations – and more than 200,000 alumni, 49,500 students and 3,500 staff, the University has 13 Schools with an array of well-designed programs and degrees carefully structured to meet the demands of future industry.

The University is ranked in the top two per cent of universities worldwide, and as a research leader, over 85 per cent of the University's assessed research is rated at 'World Standard' or above.

The University's strategic plan, Sustaining Success: 2021-2026, articulates the University's values and commitments of being or providing:

- Excellence guided by the principles of sustainability, equity, transformation and connectedness.

The University's clear mission is to create thriving communities by producing successful graduates and impactful research.

The mission is driven by four strong values:

1. Boldness
2. Integrity
3. Fairness
4. Excellence.

The Division of the Deputy Vice-Chancellor and Vice-President, Academic (DVC & VP A) works with the broader University community to:

- Oversee the development of the University's academic workforce
- Develop the established strategic directions to build world class nodes of academic excellence in all Schools
- Enhance the student experience and build student access and retention strategies
- Develop the quality, relevance and attractiveness of the WSU academic program



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- Work with the Schools to support develop and reward excellence in teaching
- Lead the implementation of learning and teaching strategies and plans, including blended learning
- Ensure the development of robust and sustainable academic pathways
- Establish meaningful working relationships and engagement programs with the community
- Develop WSU's indigenous education strategy and support
- Ensure quality provision of international education
- Ensure delivery of quality pathways to HE through WSU College.

A small team led by the Associate Director, Education Quality and Policy provides strategic advice and support to the DVC(A) in relation to academic quality assurance matters, education compliance requirements, and higher education sector and institutional issues and policies.

### Position Purpose :

The Quality Enhancement Officer reports to the Manager, Reviews and provides advice to the Associate Director on education quality enhancement initiatives.

This position works closely with other members of the team to identify opportunities for educational quality enhancement. This position is responsible for the consolidation and analysis of information (for example student survey results and annual course reports) to identify themes and opportunities for educational quality enhancement across the University. The position will be responsible for providing written reports and making recommendations on education quality enhancements to the Associate Director and other internal stakeholders and committees to inform decision making. This position will project manage the follow-up of quality enhancement recommendations to ensure agreed actions are implemented.

### Dimensions :

<b>Number of direct reports:</b>	This position has no supervisory responsibility
<b>Titles of direct reports:</b>	N/A
<b>Number of indirect reports:</b>	There are no indirect reports to this position

Major Responsibilities	Accountabilities
1. Identify and provide advice on aspects of the University's educational quality for improvement based on analysis of information internal and external to the University, including in regard to the Higher Education Standards Framework and other relevant legislation.	<ul style="list-style-type: none"><li>• Information related to educational quality (such as student survey data) is collated and synthesised to identify themes.</li><li>• Recommendations on education quality enhancement initiatives are practical and supported by evidence.</li></ul>



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2. Support audit, analysis and review activity to report on the quality of education offered by the University.	<ul style="list-style-type: none"> <li>Regular review of educational quality initiatives are undertaken to identify areas for improvement.</li> <li>The Associate Director and other key stakeholders are supported in enhancing the quality of education provided to students.</li> </ul>
3. Undertake benchmarking activities and participate in sector-wide quality enhancement related benchmarking activities. 4. Make recommendations for quality enhancement based on benchmarking outcomes.	<ul style="list-style-type: none"> <li>Effective relationships within the sector are developed, maintained and strengthened.</li> <li>Benchmarking activities are completed in a timely and professional manner.</li> <li>Recommendations on education quality enhancement initiatives are practical and supported by evidence.</li> </ul>
5. Liaise with Course Quality Officers, the Manager, Reviews and the Manager, Quality Systems in identifying education quality enhancement initiatives to be implemented and best practices that can be shared.	<ul style="list-style-type: none"> <li>Course Quality Officers, the Manager, Reviews and the Manager, Quality Systems are satisfied with support and guidance in relation to education quality enhancement matters.</li> </ul>
6. Develop executive level reports containing evidence based recommendations regarding education enhancement matters.	<ul style="list-style-type: none"> <li>Reports are of high quality, completed on time and follow clear and logical framework.</li> </ul>
7. Co-ordinate follow-up of recommendations for quality enhancements to ensure agreed actions are implemented and effective.	<ul style="list-style-type: none"> <li>Agreed recommendations are tracked and implementation status is reported in an efficient and helpful manner.</li> <li>The effectiveness of initiatives is tracked and reported.</li> </ul>
8. Other duties as directed by the Manager, Reviews.	<ul style="list-style-type: none"> <li>Duties completed within agreed time frames.</li> </ul>
<b>Work Health &amp; Safety Requirements</b>	All staff are required to: <ul style="list-style-type: none"> <li>Take reasonable care for their own health &amp; safety</li> <li>Take reasonable care for the health and safety of others including the implementation of risk control measures within their control</li> <li>Comply with all reasonable instruction by the university</li> <li>Participate in activities and programs designed to improve health and safety</li> <li>Report potential hazards and incidents in the workplace</li> </ul>



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	<ul style="list-style-type: none"> <li>• Notify their supervisor of any injuries or illness that occurs in their workplace</li> </ul>
<b>University Expectations</b>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>• Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors</li> <li>• Participate in the cyclical Career Planning Development Process, which includes an annual review of their performance against agreed operational and performance objectives set in MyCareer Online</li> <li>• Perform their responsibilities in a manner which reflects and responds to continuous improvement</li> <li>• Read, understand and comply with all University policies and procedures;</li> <li>• Undertake risk management and actively support and participate in the risk management processes adopted by the University which include identifying, analysing and evaluating risk that may impact on the University</li> <li>• Work at and travel between other University campuses from time to time as may be required during the course of employment</li> <li>• Complete all mandatory training modules within the first six weeks of commencement with the University. Your supervisor will check to ensure compliance with this mandatory requirement</li> <li>• Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies and programs.</li> </ul>

Key Relationships to Position	Purpose of Relationship
<p><b>Internal</b> (<i>within the University</i>):</p> <ul style="list-style-type: none"> <li>• Associate Director, Education Quality and Policy</li> <li>• Educational Compliance Officer</li> <li>• School academic and professional staff</li> <li>• Course Quality Officers</li> <li>• Other staff within the DVC &amp; VP, Academic portfolio</li> </ul>	<ul style="list-style-type: none"> <li>• Receive direction and advice, share information, consult and provide support</li> </ul>



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### External (*outside the University*):

- Benchmarking partners
- Relevant government agencies
- Receive and share information

### Key Challenges of the Position:

- The ability to manage competing demands, balance work priorities and work to deadlines.
- Collecting and analysing information from a wide range of sources.
- Sensitivity in dealing with confidential and complex issues.
- Working with limited supervision.

### Delegations Exercised

- This position holds no formal delegations as per the Delegations (Administrative) Policy.

### Recommendations Expected

- Provide recommendations on education compliance and quality issues.

### Mandatory Training Requirements:

- WHS Online Modules: 1, 2,3 & 4
- Equal Opportunity Modules
- Privacy Management Online Modules
- Orientation Online Modules
- University Orientation Day (for new starters)
- TRIM
- Cyber Security at Western Sydney University
- Reducing the Transmission of COVID-19 at Work

### Selection Criteria:

1. Degree level qualification in a relevant discipline and/or extensive equivalent relevant professional experience in a large and complex organisation.
2. Demonstrated high level of knowledge and skills in identifying and implementing quality enhancement initiatives in an educational environment. Experience in higher education sector



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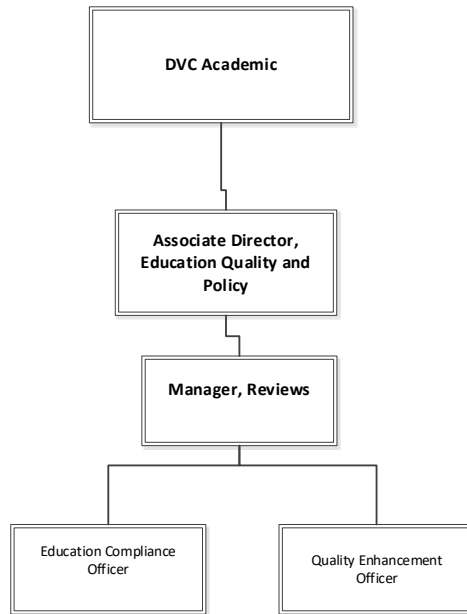
highly desired.

3. Demonstrated high level and proven analytical and problem solving skills with the ability to analyse and interpret information and provide advice on actions to be taken.
4. The ability to operate efficiently and accurately to tight deadlines and dealing effectively with competing deadlines. Demonstrated project management skills.
5. Demonstrated high level of oral and interpersonal skills, including the capability to liaise effectively with senior staff and others at all levels within the organisation and to establish effective professional relationships with external colleagues.
6. Demonstrated high level written communication skills including the ability to prepare management reports.



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### Organisational Chart:



**Position description approved by:** Executive Director, Human Resources

**Date position description approved:** 1 5 / 1 2 / 1 6

**Position description last reviewed by:** Lauren Holstein, HR Advisor

**Date position description last reviewed:** 1 6 / 0 3 / 2 0