**POSITION SUMMARY**
**QUEEN'S UNIVERSITY – GENERAL STAFF**

**POSITION TITLE:** QUQAP Coordinator
**DEPARTMENT:** Office of the Provost and Vice-Principal (Academic)
**POSITION NUMBER:** 00501290
**GRADE:** 7 **EFFECTIVE DATE:** December 11, 2013

**JOB SUMMARY:**

Reporting to and taking direction from the Senior Associate of the Office of the Provost and Vice-Principal (Academic), the Queen's University Quality Assurance Processes (QUQAP) Coordinator will perform a variety of complex administrative and coordination duties in a professional and efficient manner for the Vice-Provost (Teaching and Learning). The incumbent is responsible for coordinating the Queens University Quality Assurance Processes (QUQAP) which include: tracking and managing Cyclical Program Review (CPR) files, tracking and managing New Program Approvals, liaising with departments as they prepare CPR self-study reports, coordinating with Schools and Faculties to organize visits of external reviewers, scheduling and facilitating QUQAP orientation, developing and managing the QUQAP website, as well as contributing to the advancement, evaluation and improvement of QUQAP. In addition, the QUQAP Coordinator will coordinate and manage the Vice-Provost (Teaching and Learning) and Senior Associate's schedules as well as coordinate committees and projects under the Teaching and Learning portfolio.

The incumbent will be required to exercise a high level of independence and initiative in decision-making and performance of a multifaceted set of objectives. This includes establishing work priorities based on knowledge of Queen's University Quality Assurance Processes (QUQAP), Senate protocols and the Council of Ontario Universities Quality Assurance Framework.

**KEY RESPONSIBILITIES:**

- Coordinate and track all QUQAP processes while demonstrating a strong customer-focused orientation. Act as the first point of contact for all steps required in QUQAP, providing subject-matter guidance to Associate Deans, Unit Heads, Admin Assistants, shared service partners (e.g. CTL, OIRP, SGS, Library, Equity Office), committee members, Quality Council and other stakeholders.
- Develop a system to schedule and track QUQAP CPRs and New Program approvals. This will include developing operations procedures and manuals to ensure appropriate documentation of QUQAP processes and to meet Quality Assurance standards.
- Manage the 8-year cycle of reviews for academic programs in accordance with QUQAP policy; organize orientation sessions, prepare and process related invoices, and provide administrative support to external reviewers during site-visits.
- Educate stakeholders and provide guidance regarding related processes and procedures and respond to inquiries and/or redirect questions to the appropriate individual/department.
- In accordance with the QUQAPs, coordinate the approval process for new, expedited and/or modified academic programs in accordance with QUQAP policy.
- Update and maintain highly detailed Quality Assurance Templates and maintain the Quality Assurance website using software programs Q-Share and WebPublish to make the QUQAP, the QUQAP templates and links to a variety of other QUQAP materials, accessible to the University community. Work closely with the Centre for Teaching and Learning, the School of Graduate Studies

and other administrative units to ensure the QUQAP website information is current, dynamic and accessible.

- Support the Vice-Provost (Teaching and Learning) and Senior Associate with the coordination of committees including the Senate Cyclical Program Review Committee. Duties include: preparation of routine announcements and other correspondence with regards to the committee, distribution of agenda and meeting materials, coordinating room reservations and ordering food service.
- Coordinate and schedule meetings for the Vice-Provost (Teaching and Learning) and Senior Associate to optimize the use of their time. This includes prioritizing meetings and other time commitments, preparing meeting files and associated background information/materials, working with conflicting demands and making judgments when to defer requests for meetings and/or delegating to other senior administrators.
- Administer special projects in support of the Vice-Provost (Teaching and Learning) by researching and gathering data, organizing information into a useable form, disseminating and communicating knowledge, ensuring ease of access to resources or services, and providing general administrative support and liaison functions throughout.
- Undertake other duties as assigned in support of the Office of the Provost and Vice-Principal (Academic).

**REQUIRED QUALIFICATIONS:**

- Three-year post-secondary education with previous relevant experience in a high-profile office/service environment.
- Advanced knowledge of Microsoft Office products (Word, Excel, PowerPoint, Prezie, Access), combined with previous experience creating and using spreadsheets and database applications.
- Knowledge of university structure and administrative/financial/computing systems will be considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

**SPECIAL SKILLS:**

- Excellent interpersonal and communications skills (verbal and written) to deal with a wide variety of individuals in a professional manner and to provide clear and accurate information.
- Ability to prioritize work and manage conflicting demands in a high-pressure work environment.
- Project management skills with demonstrated ability to transition projects and programs from inception to completion. Proficient computer and office skills, including an ability to learn new software as well as update the QUQAP website, navigate the web and use Q-Share to distribute meeting materials and link to webpages.
- Excellent writing, editing, grammar and proofreading skills with an ability to pay attention to detail and accuracy.
- Ability to foster positive working relations and manage a range of professional relationships.
- Good judgment and effective analytical abilities, combined with practical problem solving skills to help resolve administrative and service issues and make appropriate recommendations.
- Ability to demonstrate a high level of professionalism, integrity and reliability.
- Demonstrated sensitivity to cultural differences.
- Ability to adhere to strict confidentiality and handle matters with tact and discretion.
- Strong organizational and time-management skills. Ability to prioritize requests and focus in an environment with frequent interruptions and multiple demands.
- A team-oriented approach and service-oriented perspective.

**DECISION MAKING:**

- Respond to numerous inquiries regarding QUQAP framework and make decisions about where to refer callers/visitors to ensure the inquiry is handled promptly. Provide follow-up as necessary, ensuring matters are handled to successful conclusion.
- Prioritize time and work to decide what the most important task is among several with competing deadlines.
- Decide on how to deal with new information at hand. Recognize urgent requests and prioritize information that needs to be dealt with immediately.
- Determine scheduling priorities and meeting logistics for the Vice-Provost (Teaching and Learning) and Senior Associate and decide how to rearrange schedules based on competing demands and availability.
- Make recommendations on process improvements.
- Make decisions regarding the dissemination of various types of sensitive and/or confidential information. Determine when to refer issues to senior staff.
- Determine content of procedures, manuals and QUQAP website.
- Determine content and format of draft correspondence and minutes, ensuring it meets the standards of the Office of the Provost and Vice-Principal (Academic).

**SIGNATURES:**

**Date**

_____ _____

**Incumbent**

_____ _____

**Manager**

_____ _____

**Department Head/Director or Designate**