



Position Description – Manager, Academic Quality

Description and Selection Criteria

Lincoln Education Australia (LEA)

Lincoln Education Australia is a values-based, not-for-profit institution offering innovative, contemporary courses and exceptional teaching in a high-quality, multi-cultural learning environment with modern facilities and wide-ranging academic and learning support services. LEA promotes a culture of performance excellence through regular professional learning activities and leadership programs.

The Lincoln Education Australia vision is to become a world-class provider of higher education committed to preparing graduates with advanced knowledge and skills for career success, for transforming society and for responsible global citizenship. Our mission is to advance knowledge and scholarship, prepare students as critical and creative thinkers capable of responding to real-world challenges, develop leaders, inspire entrepreneurs and promote lifelong learning.

LEA begins operation in 2023 with a Bachelor and Masters degree that combine Business, Information Technology and Cyber skills. **These are entirely new degrees developed in collaboration with leading Australian and international academics drawn from business, IT and cybersecurity studies.** This position offers an exciting opportunity for the successful applicant to contribute knowledge, creativity and energy to operationalise LEA's vision and mission during the inaugural year and to and shape future directions.

Position Purpose

The Manager, Academic Quality (MAQ) is responsible for the management of quality assurance arrangements relating to development, validation, modification and continuous monitoring of subjects and courses. These arrangements include course validation and modification, periodic review of courses, subject evaluation & student feedback, and performance analysis at subject and course level. To provide analysis, briefings, reports and detailed plans for internal reviews, and support and assist in the coordination of external reviews and inspections. To provide specialist advice and guidance to colleagues across LEA and collaborative partner organisations

The MAQ provides support and management of the quality assurance function of LEA within the broad parameters of LEA's strategic directions, in accord with LEA mission and Strategic Plan 2021-26. Promoting and fostering organisational culture of high quality education embracing cultural diversity, instilling humane values, and intercultural awareness.



The Position

The MAQ is appointed on a 3-to-5-year renewable contract basis and is responsible for the delivery of responsive, proactive and consistent administrative and management support to enable the admissions outcomes of LEA. The MAQ reports to the Academic Dean and provides all the necessary support to enable smooth and efficient running of LEA and contributes to the management of LEA's academic offerings and various services to students.

The level of appointment is dependent on qualifications and experience. The minimum requirements for the position includes academic qualifications with relevant professional or practice-based experience at Australian Qualifications Framework or AQF Level 10 (equivalent to a Doctorate degree with 5 to 10 years of experience in relevant areas in a higher education institution).

Responsibilities and Duties

- Support teams in preparation for periodic review and take responsibility for ensuring that improvement plans are effectively followed through and monitored;
- Co-ordinate the planning and management of internal reviews and support and assist in the coordination of external reviews and inspections;
- Co-ordinate and provide specialist support for the design and development of new courses and subject, including collaborative provision, working closely with and providing detailed advice and guidance to Course and Subject Coordinators, including quality assurance induction briefings for staff new to those roles;
- Manage procedures for the nomination and appointment of external examiners and consideration of and response to external examiner reports;
- Undertake process reviews and audits, supporting the design, development and implementation of quality management systems and standard operating procedures across LEA;
- Support and advise on benchmarking of course quality and delivery.
- Support and advise academic teaching and learning staff, academic support staff and collaborative colleagues in relation to quality assurance and enhancement matters. To include advice on the impact of new developments in relation to external regulatory and reporting requirements and amendments to internal quality processes and procedures;
- Ensure administrative procedures are followed to meet the standard of service and reporting;
- Monitor and address any study / work place disputes, complaints and harassment allegations;



- Ensure that all operations are consistent with LEA policies and plans, including privacy, confidentiality, copyright, security and safety and also in accordance with the required government legislations and laws;
- Participate in and support LEA activities and various committees as needed; and
- Any other duties that the Academic Dean might give from time to time.

Essential Selection Criteria

- A Ph.D. (AQF 10 or equivalent) in a relevant discipline with demonstrated effective teaching experience of 5 to 10 years within a related area in a higher education institution
- An additional qualification in higher education teaching and learning (e.g., Graduate Certificate in Higher Education Teaching & Learning)
- Experience in the management of quality systems and quality assurance frameworks, procedures and regulations in higher education;
- Ability to develop comprehensive knowledge and understanding of relevant quality assurance regulatory frameworks and requirements, and translate them into practice, providing authoritative and effective advice and guidance to staff and students;
- Excellent oral and written communication skills with the ability to prepare and deliver reports and briefings;
- Good analytical skills and the ability to present quality assurance related data effectively;
- IT skills and an aptitude to exploit a range of media for effective communication and effective administrative systems and processes;
- Highly effective people management skills, with an ability to build relationships, foster an environment of trust, confidence and co-operation;
- Ability to effect change and develop and implement changes to processes;
- Experience of developing, implementing and managing effective systems, policies and procedures, planning and outcome monitoring; and
- Experience of working across teams and departments with a flexible approach to work and a proven track record in diplomacy and negotiation.

Desirable Selection Criteria

- Experience in the Australian higher education sector is preferred.

Equity and Diversity

LEA is an equal opportunity employer. Equality of opportunity and access is a critical priority for the institution. All LEA staff are wholly committed to equal opportunity in education, employment, and the welfare of students and staff. All staff at LEA are recruited and promoted on merit.



Occupational Health and Safety (OHS)

All staff recruited to LEA are inducted into a safe and healthy working environment. All staff at LEA are required to take all reasonable precautions for their own health and safety and that of other personnel who may be affected through their conduct. All staff are required to understand OHS responsibilities applicable to their position in LEA. Additional OHS responsibilities apply for staff supervisors, Managers, and other senior LEA personnel.

Reporting Relationship

The Manager, Quality Assurance reports to the Academic Dean and works closely with Course Coordinators, Subject Coordinators, and teaching and learning staff.

Remuneration Package

An attractive package is negotiable and includes superannuation and other benefits. Professional development as applicable will be provided.

For queries, please contact

Srinivas Avvari

Chief Operating Officer

Email: coo@lincolnaustralia.nsw.edu.au

Stating the job title in the Subject line