



**MINISTRY OF EDUCATION & YOUTH**  
**CAREER OPPORTUNITIES**

Applications are invited from suitably qualified persons in the Ministry of Education and Youth to fill the following **vacant position**:

**Senior Quality Assurance Analyst (SOG/ST 7), Policy Implementation & Quality Assurance Section**

**School Improvement Services Branch**

**Job Purpose**

Under the general direction of the Assistant Chief Education Officer (ACEO), Policy Implementation and Quality Assurance, the Senior Quality Assurance Analyst is responsible for creating and maintaining a framework for establishing and monitoring quality standards against agreed targets for the Schools Improvement Branch to ensure results and outcomes that support the achievement of the strategic goals and objectives of the Education Sector.

**Key Responsibility Areas:**

**Technical / Professional:**

- Develops the Division's Strategic Plan into quality assurance priorities/plans, inclusive of objectives, strategies, policies, procedures, measures and standards for school improvement across the educational sector;
- Collaborates with the Schools Performance Monitoring & Evaluation Section staff in the provision of technical support and advice to the schools in:
  - Developing and implementing a quality assurance framework for the management, evaluation, review and reporting on schools plans and programs;
  - Determining relevant and appropriate quality management standards and targets;

- Establishing systems and procedures to monitor and audit adherence to quality standards;
  - Developing, reviewing and updating manuals and guides to define and document process standards, policies and procedures.
- Provides technical advice and guidance concerning quality assurance and enhancement policies, procedures and processes for schools/education sector;
  - Manages the process for the development, implementation and updating of a system-wide Quality Policy and Procedure Manual establishing and defining roles and responsibilities, performance related criteria and the main inputs, processes and outputs of key events related to the Schools Improvement Plan;
  - Collaborates with the ICT Division, Data Processing Officer and the Section Head on the design of the IT infrastructure and database required to support the Ministry's QPM system and in ensuring the implementation of data privacy, data security, and backup protocols;
  - Collaborates with ICT and M&E staff in enabling schools to utilize information technology in effectively and efficiently managing, monitoring and improving QPM systems;
  - Collaborates with the statistician in collecting and analyzing data and information for the monitoring and evaluation of quality assurance and enhancement activities so as to ensure ongoing compliance with relevant standards, including those of the International Standards Organization (ISO) and statutory and regulatory requirements;
  - Ensures quality and risk management objectives and systems are consistently applied across the educational entities, by conducting compliance checks and reporting on system effectiveness and compliance;
  - Coordinates the data collection process so as to ensure data collected is credible, user friendly, accessible and aids and facilitates development and refinement of Divisional policies and plans and the monitoring and achievement of outputs, outcomes and impacts;
  - Identifies, quantifies risks and develops contingency plans to deal with the mitigation strategies;
  - Coordinates and manages the Quality Control process including inspection and audit processes so as to ensure quality standards and targets are being met;
  - Prepares Quarterly, Annual and Special Reports and documentation by collecting, collating analyzing and summarizing data, information and trends on the performance of schools and quality management systems, in accordance with approved format, guidelines and timelines;

- Prepares periodic and special quality assurance related reports and documentation by collecting, collating analyzing and summarizing data, information and trends on the performance of schools and quality management systems;
- Ensures findings and recommendations arising out of quality assurance activities, and lessons learnt, are shared with Schools so as to facilitate day-to-day management decision-making, forward planning and corrective action;
- Evaluates audit findings and ensures implementation and tracking of appropriate corrective actions;
- Adopts a proactive approach to quality assurance activities by undertaking research, surveys and focus groups as a basis for informing service improvements and identifying models of best practice and disseminating them across Regions, so as to develop a high performance culture;
- Performs other related duties and responsibilities as may be determined by the ACEO – Policy Implementation & Quality Assurance Section.

**Management/Administrative:**

- Maintains and updates job knowledge by studying trends and developments in quality management; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations;
- Develops, implements, monitors and reports on the Section's plans and programmes ensuring they are aligned with and supports Divisional plans;
- Ensures a database of quality management related information, electronic and paper, is established maintained that facilitates the efficient and effective delivery of services, privacy, easy retrieval, safe custody and an audit trail;
- Collaborates with and build relationships and networks with stakeholders internally and across the public and private sectors, to support and inform quality assurance initiatives;
- Keeps the Assistant Chief Education Officer advised and updated on key areas of responsibility, progress of work against objectives, targets, variances and risks that may arise, by collecting, analysing, summarizing and reporting on information and trends and making recommendations;
- Reports are thorough and insightful; analysis/conclusions/recommendations sound; and are prepared and submitted in a timely manner;

- Performance of staff is managed on an ongoing and timely basis by establishing performance objectives, monitoring and evaluating performance, providing feedback and initiating corrective action;
- Chairs and participates in quality assurance working groups and committees and represents the Ministry at various quality related meetings, conferences and other foray.

### **Human Resource:**

- Provides leadership to staff through effective objective/goal setting, delegation, and communication;
- Fosters teamwork, a harmonious working environment and the promotion of collaborative working across Divisions/Units;
- Manages the performance of the Section and its staff, including setting performance targets, monitoring and evaluating performance, providing feedback to staff, and initiating corrective action where necessary to improve performance;
- Coach, train and mentor M&E staff with the aim of strengthening their technical capacity, exchanging knowledge, transferring skills and providing professional development guidance;
- Promotes the building of institutional knowledge for the Ministry by ensuring that established M&E systems and procedures are documented, disseminated and transferred through training, mentoring and coaching;
- Ensures that staff is provided with adequate and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures staffs adhere to the policies, procedures and regulations of the Ministry.
- Quality systems are monitored on an ongoing basis so as to ensure compliance with relevant quality standards;
- Contingency plans are adequate to deal with the management of risks;
- A proactive approach is adopted in undertaking research, surveys and focus group as a basis for informing service improvements;
- Information/data researched/collected and resulting analysis and recommendations, provides a sound and reliable basis for decision-making;

- Audits and inspections are conducted in accordance with established schedules and procedures; findings are evaluated and timely and appropriate corrective action taken as required.

### **Required Competencies:**

#### **Core**

- Ability to communicate effectively, orally and in writing and with a wide range of people;
- Well-developed planning, coordinating, organizing, problem solving and leadership skills;
- Ability to forge effective working relationships with colleagues in partner institutions;
- Ability to oversee and influence the implementation of quality assurance processes in collaboration with partners;
- Ability to demonstrate sound judgment in decision making;
- Exhibits a passion for achieving excellence in performance outcomes and customer satisfaction;
- Strategic thinker who excels at coming up with original ideas and is able to execute;
- Meticulous attention to detail;
- Ability to work under pressure and manage a complex and varied workload and conflicting priorities.

#### **Technical**

- In-depth knowledge of the Education Act, Regulations and related policies;
- In-depth knowledge of quality management principles and methodology;
- Sound knowledge of research principles and data collection and analysis methodology;
- Knowledge of international quality standards, trends and best practices;
- Ability to organize, manipulate and synthesize a wide range of complex qualitative and quantitative information/data to produce quality Briefs and Reports;
- Knowledge of auditing principles and methods;
- Proficiency in Microsoft Office Suite and database management systems such as Access and Excel.

### **Minimum Required Education and Experience:**

- Master's Degree in Quality Management or Business/Public/Educational Administration or relevant social science discipline;

- Five (5) years of proven experience in Quality Assurance Management, with at least three (3) years at a supervisory/management level;
- OR**
- Bachelor’s Degree in Quality Management, Business Studies, Public Administration or relevant discipline;
  - Eight (8) years of proven experience in quality assurance management, including three (3) years at a supervisory/management level;
  - Proven experience in organizing, manipulating and synthesizing a wide range of complex qualitative and quantitative information/data to produce quality Briefs and Reports;

**Specific Conditions associated with the job:**

- Normal Office Environment;
- Required to work beyond and outside normal working hours in meeting deadlines;
- Required to possess a valid Driver’s License and a reliable motor vehicle;
- Required to travel locally and international conferences/meetings/workshops and conduct local site visits.

**Remuneration Package:**

**Salary scale** - **\$2,109,885.00 – \$2,507,990.00 per annum**

Interested persons are invited to submit an application with résumé no later than **Monday, August 8, 2022** to the address presented below:

**Director – Human Resource Management  
Ministry of Education & Youth  
2- 4 National Heroes Circle,  
Kingston 4  
Email: [jobapplications@moey.gov.jm](mailto:jobapplications@moey.gov.jm)**

**Subject: “Senior Quality Assurance Analyst (SOG/ST 7), Policy Implementation & Quality Assurance Section”**

We thank all applicants for expressing an interest; however, only shortlisted candidates will be contacted.