IHE Delft Institute for Water Education, the world’s largest international graduate water education facility, works to strengthen water sector capacity to contribute to a world free of poverty and injustice, in which people manage their water and environmental resources sustainably and equitably.

More than 120 of IHE Delft’s 200 staff members are academics from all over the world. About 250 guest lecturers from global academia and industry contribute to the Institute’s educational programmes. Each year, 750 international professionals, including about 200 MSc students, attend courses at IHE Delft. Our working language is English, and we promote a healthy work-life balance through measures that include support to staff who want to work part of their time from home.

IHE Delft is a unique knowledge institute in the Dutch research and educational landscape that combines excellence in education and research with work to advance global sustainable development. Partnerships are integral to achieving this mission: The Institute works closely with universities, government agencies, NGOs, and private sector institutions in the Netherlands and around the world. Through research, education and institutional strengthening, Institute staff make a tangible contribution towards all Sustainable Development Goals (SDGs) in which water is key.

The Education Bureau (EB) develops and facilitates the implementation of education-related policies, stimulates and supports innovation in education, and develops and maintains quality-assurance processes and systems. Administrative tasks include the admission of students, matching students with fellowships, registration of students, and handling of fellowships. The Education Bureau also administers all educational offerings and is responsible for scheduling, logistic planning, marks administration, issuing diplomas, and organizing academic ceremonies. EB organizes English and academic skills training for students, as well as UTQ and advanced didactical training for teaching staff. EB functionally develops the virtual learning environment and supports its use for in-house and online education. All activities are geared to establishing a better quality and more innovative education program, managed in a consistent and transparent manner.

The department intends to recruit a:

**Quality Assurance Officer**

0.63 FTE / 24 hours per week

The Quality Assurance Officer contributes to the development of the QA system for the educational programme of IHE, implements student surveys (both online and face-to-face), and produces reports for teachers and programme committees. The Quality Assurance Officer develops processes and tools in line with developments in the educational policies and ambitions of IHE and gathers relevant management information to share with concerned governing bodies of the institute. Periodically, the QA Officer will logistically and administratively coordinate the accreditation of IHE’s educational programmes.

On a day-to-day basis, the QA Officer keeps QA procedures up-to-date and identifies and implements improvements. The Quality Assurance Officer monitors the implementation of agreed quality cycles, advises and assists QA process owners, and ensures proper documentation and accessibility of QA materials. The QA Officer receives guidance from the Senior Advisor Information Quality and Knowledge Management and reports directly to the Head of the Education Bureau.
Responsibilities

- Keep up-to-date with QA legislation and good practices and advise the institute’s management of their implications;
- Maintain a platform to document and make accessible the QA systems of the Institute, and keep these systems up-to-date;
- Design new or update existing surveys and QA procedures in close cooperation with process owners;
- Logistic and administrative support to the organisation of external reviews and accreditations;
- Compile management reports with aggregated data from various evaluations and contribute to formulating recommendations for the improvement of education;
- Assist colleagues in the development of QA-related materials such as surveys, questionnaires, reports;
- All other common activities within the PMU.

Requirements

- Bachelor level education, preferably in a field related to educational science (“onderwijskunde”);
- A minimum of three years of work experience, preferably in a (higher) education environment and in quality assurance positions;
- Excellent communication skills, including interviewing, reporting, evaluating;
- Adept at using computer software and managing data (Excel, Word, etc.);
- Flexible and result-oriented attitude;
- Capacities in designing QA procedures and surveys, and using evaluation results to produce didactical and organisational recommendations;
- Excellent proficiency of English. A good working level knowledge of Dutch is an asset.

Terms of employment

The employment contract is for max. 0.63 fte (24 hours per week).

Scale 9 Collective Labour Agreement for Dutch Universities (VSNU).

IHE Delft offers an attractive, multiple choice employee benefits scheme, year-end bonus and generous pension scheme. The appointment implies entry into the Netherlands' Civil Service Pension Fund (ABP). We also offer 31 days’ leave based on a 38 hours working week.

Information and application

Additional information can be obtained from Mr. Erwin Ploeger, Head of the Education Bureau, (+31 15 215 1758 or e.ploeger@un-ihe.org).

Applicants are asked to submit their CV and motivation letter before 15 July 2022 (closing date) to IHE Delft, attn. Human Resource Management (Email: recruitment@un-ihe.org), stating vacancy-number 22-EB-01.

By submitting your application for this vacancy, you agree with the privacy statement below:

The personal data you share through your application file and other means will only be used by IHE Delft for the purpose of the recruitment and selection process in order to evaluate your suitability for the vacancy for which you have applied, as well as for communication purposes related to the vacancy. IHE Delft will process your personal details in accordance with the EU General Data Protection Regulation of 25 May 2018. For more information we refer you to the privacy statement of IHE Delft: https://www.un-ihe.org/privacy-statement
Without your prior consent or other legal basis, no information will be shared with third parties. For further questions please contact our Data Protection Officer at dpo@un-ihe.org.

Reactions from staffing agencies and other 3rd parties are not appreciated.