IHE Delft is the largest international graduate water education facility in the world and is based in Delft, the Netherlands. The mission of IHE Delft is to work in partnership to strengthen capacity in the water sector, to achieve global sustainable development. IHE Delft has a permanent staff of 200 of which more than 100 are academics from all over the world, while about 250 guest lecturers from academia and industry contribute to our educational programmes. Each year 750 professionals (including about 200 new MSc students per year) attend courses at IHE Delft. The Institute has an international staff & student community with English as the working language.

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.

Quality Assurance Officer
0.63 FTE / 24 hours/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 quality assurance, educational management, business administration, organisational development or another relevant field;
• A minimum of three years of work experience, preferably in an educational environment and in quality assurance positions;
• Excellent communication skills, including interviewing, reporting, evaluating;
• Excellent skills in computer and data management (Excel, Word, etc.);
• Flexible and result-oriented attitude;
• Capacities in designing QA systems / procedures / surveys and using the appropriate software;
• 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.

Scale 8/9 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.

In principle, the selected candidate will be appointed for an initial fixed-term employment contract of one year with the possibility of a further fixed term contract for up to one year thereafter. The above mentioned contract duration may differ in case of internal staff in comparison to external candidates.

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 28 February 2020 (closing date) to IHE Delft, attn. Human Resource Management (Email: recruitment@un-ihe.org), stating vacancy-number 20-EB-01.

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