



## MANAGER, QUALITY ASSURANCE

### About Us:

Academies Australasia College (AAC) is a leading education provider in Singapore, offering Certificate in English courses, Singapore Government School Preparatory courses, Diploma and Advanced Diploma courses and Top-up degree programmes. AAC is a part of the Academies Australasia Group.

- It is part of a group that has a long history and it is listed on the Australian Stock Exchange
- It has an excellent location within the education hub in Singapore. It is easily accessible and it's close to the National Library
- It has modern facilities and equipment
- It has well qualified and experienced teachers and trainers
- It has a multicultural environment with students and staff from many countries

### Roles and Responsibilities:

We are looking for a Quality Assurance Manager who will be responsible for ensuring that our products & services consistently meet or exceed established quality standards. In this pivotal role, the Quality Assurance Manager will play a crucial part in maintaining and enhancing our reputation for delivering top-notch solutions to our customers.

- Uphold the vision, mission and core values of the College
- Carry out job functions to support the Customer Service and Student Experience policies of the College
- Observe the Health and Safety policies of the College
  - Know and communicate AAC OHS policies, safety rules and evacuation procedures
  - Feedback any hazards identified and participate in OHS consultancy process
  - In the event of an evacuation, guide any visitor to the assembly point
  - Act as traffic wardens and roll call officers – if you do not have any other specific OHS roles
- Comply with Singapore law, Private Education Act, EduTrust requirements, Personal Data Protection Act and Copyright Act that the College is subject to
- Carry out job functions according to the College's policies and procedures
- Participate in training and meetings when necessary

- Provide job-related information and reports to Management when necessary

### **Job Characteristics:**

- Keep up to date with skills and knowledge regarding education and training
- Develop and review APSR (Policies & Procedures) and Data Protection Management Programme (DPMP) that covers policy, processes, and people for the handling and implementing the processes and personal data.
- Perform an Internal Assessment and Review to identify, assess and address compliance, non-compliance, areas for improvement and recommendation for further improvements.
- Perform a Data Protection and Impact Assessment (DPIA) to identify, assess and address business risks, based on the organisation's functions, needs and processes.
- Develop training programme to educate staff on APSR, EduTrust and personal data protection policies and processes / SOPs.
- Oversee activities to foster EduTrust and personal data protection awareness within the organisation.
- Enhance compliance processes based on an evaluation of gaps in business operations and data protection requirements and clarify on ethically questionable situations at various stages of data or information life cycle.
- Facilitate the implementation of data innovation by translating the user's privacy and personal data protection requirements into data-driven design thinking process.
- Ensure compliance of polices, processes and procedures with relevant authorities and external partners
- Consolidating staff suggestion and present to Management
- Analysing Student Survey data and prepare reports for the Management
- Conduct Comprehensive Management review
- Conduct review of Vision, Mission, and Strategic plan
- Advise and assist the CEO on the needs, requirements and resources of the College infrastructure
- Management of Customer Service and Feedback system
- Monthly reporting to Management on Quality Assurance
- Any other duties

### **Authorised To:**

- Oversee and do document control
- Conduct internal audits
- Liaise with external customers for dispute resolution

**Pre-requisites:**

- Minimum academic level: At least a Bachelor Degree
- Specific language proficiency: Written and spoken English
- Specific job experience: Relevant experience
- Good interpersonal skills
- Computer literate
- Team player

Join our institution and play a vital role in shaping the future of education! We offer a competitive salary package, professional development opportunities, and a collaborative work environment committed to excellence in education! Note: We are an equal opportunity employer and welcome applications from candidates of all background