Job Description

Job Title:	Quality Enhancement Coordinator
Department:	Office of the Associate Vice-President, Academic
Reports To:	Director, Academic Quality Enhancement
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	February 2026

Primary Purpose

The Quality Enhancement Coordinator supports the University's academic quality enhancement agenda by coordinating cyclical program reviews, new program development, governance submissions, and related academic quality processes. Portfolio assignments may vary based on operational priorities. As a member of the Academic Quality Enhancement (AQuE) Office, the role provides consultative and operational support to academic programs across these functions to ensure quality assurance requirements are met in a timely, consistent, and improvement-focused manner. Through independent professional judgment, strong process coordination, and policy interpretation, the coordinator helps ensure that academic quality matters are clearly articulated, decision-ready, and aligned with institutional policies and Quality Council expectations.

Key Accountabilities

Academic Quality Enhancement Coordination

- Serves as a primary advisor to academic programs on cyclical program reviews, new program development, program modifications, and related quality enhancement processes.
- Provides consultative support throughout the lifecycle of cyclical reviews, including self-study development, preparation for external review, and post-review follow-up activities.
- Supports academic units in preparing governance submissions, including new program proposals, final assessment reports, progress reports, non-academic credential approvals, and program modifications.
- Provides critical, constructive feedback on draft documentation to ensure clarity, coherence, alignment with quality expectations, and enhancement-focused analysis.
- Advises programs on governance pathways, including determining appropriate approval routes and distinguishing between major and minor modifications.

Governance and Process Management

- Coordinates the progression of academic quality submissions and cyclical review materials through internal governance processes to ensure timely review and alignment with institutional policies and Quality Council requirements.
- Monitors timelines, documentation, and procedural requirements to support efficient movement through review and decision-making stages.
- Facilitates timely access to expertise and resources from relevant academic and administrative units to support quality enhancement activities.
- Organizes and delivers information sessions, workshops, and guidance for academic programs navigating review and approval processes.
- Develops and maintains tools, templates, tracking systems, and documentation to support procedural consistency and operational efficiency.

Continuous Improvement and Institutional Learning

- Contributes to the refinement of academic quality frameworks, templates, guidance materials, and governance processes to strengthen clarity, efficiency, and impact.
- Identifies opportunities to enhance institutional quality enhancement practices based on operational experience, stakeholder feedback, and best practices.
- Translates review outcomes and governance insights into reports or summaries that inform institutional planning and quality enhancement initiatives.

External Engagement and Collaboration

- Participates in Quality Council Key Contact meetings, learning opportunities, and relevant sector workshops to remain current with evolving quality assurance and enhancement practices.
- Engages with provincial and sector-wide initiatives (e.g., Learning Outcomes Symposium), as appropriate, and contribute insights to institutional discussions.
- Works collaboratively with academic and administrative partners across the University to align quality enhancement processes with broader academic planning and institutional priorities.

Required Qualifications

Education

- Post-secondary degree in a relevant discipline (e.g., Public Administration, Education, or another discipline requiring strong analytical and communication skills) or equivalent experience.
- Master's degree is an asset.

Experience

- Experience in the post-secondary education sector; familiarity with the University of Waterloo's academic and support units is an asset.
- Experience supporting or coordinating academic quality assurance/enhancement processes is an asset.
- Minimum three years of experience in an administrative, coordination, or project support role involving complex, multi-stakeholder initiatives.
- Experience drafting reports, briefing materials, and formal documentation for review by academic leaders or senior administrators.
- Experience collecting and analyzing qualitative and/or quantitative data is an asset.

Knowledge/Skills/Abilities

- Excellent written and verbal communication skills, including strong writing, editing, and presentation abilities.
- Strong understanding of academic quality assurance, governance processes, and continuous improvement principles.
- Highly organized, with demonstrated ability to manage multiple complex processes, track detailed requirements, and meet competing deadlines.
- Ability to interpret policy and translate requirements into clear, practical guidance for diverse stakeholders.
- Analytical skills, including experience working with qualitative and/or quantitative data to support reporting and improvement efforts.
- Strong interpersonal skills, with demonstrated tact, diplomacy, and the ability to build effective cross-functional working relationships.
- Ability to work independently, exercise sound professional judgment, and recognize when issues require escalation.
- Proficiency with MS Office, SharePoint, and other relevant data and content management systems.

Nature and Scope

- **Contacts:** Works closely with the Director, Academic Quality Enhancement, and collaborates with the AVPA, AVP GSPA, AMAA, Associate Deans, and academic and administrative staff across faculties and academic support units. Serves as a primary point of contact between the AQuE Office and academic programs during cyclical program reviews, new program development, and governance submissions. Interacts with academic leaders and student representatives during governance processes (e.g., Senate Undergraduate Council, Senate Graduate and Research Council). Participates in sector-wide Quality Council meetings and professional development activities as appropriate.
- **Level of Responsibility:** The Coordinator plays a key operational role in ensuring the effective, consistent, and timely functioning of cyclical program reviews, governance submissions, and related processes. Inefficiencies or errors may have institutional, reputational, or compliance implications.
- **Decision-Making Authority:** The role involves a high degree of independent work and day-to-day decision-making within established policies and quality assurance frameworks. The incumbent exercises professional judgment in interpreting requirements, advising academic programs, and managing process exceptions. The Coordinator must recognize when issues require escalation to the Director or senior academic leadership.
- **Physical and Sensory Demands**: Minimal demands typical of an administrative position within an office environment. The role includes facilitating meetings, workshops, and presentations.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an administrative position. Will work in an office environment and conduct meetings across campus. The role involves occasional travel for professional development. Nature of responsibilities will sometimes require work in evenings and weekends. The Office of the AVPA has partial work-from-home options when these are consistent with the requirements of a staff member's job.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*