

ROLE DESCRIPTION



Higher Education Quality Assurance Officer

	Campus: South Bank Region: Corporate		Closing date: 11:59pm 28 October 2026
	Business Unit: Operations Team: Higher Education Management Administration		For further information, please contact: Contact name: Craig Poole Role: Manager, Academic Pathways & Tertiary Harmonisation Email: Craig.Poole@tafeqld.edu.au Or check out our Applicant Information Guide
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: AO5 Salary: \$109,705.45 - \$119,019.33 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Permanent full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-1040		

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values, we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Higher Education Quality Assurance Officer, you will:

- Contribute to the Higher Education team in the quest to achieve quality assurance.
- Lead and contribute to the Higher Education quality assurance auditing process and be instrumental in establishing necessary systems and processes designed to support quality assurance and promote a culture of quality assurance in Higher Education at TAFE Queensland.

This position reports to the Dean of Higher Education.

Key responsibilities

- Lead and contribute to Higher Education internal and external audits, leveraging findings to optimise innovation and continuous improvement.
- Create Higher Education systems, guidelines, and templates, aligned with best practices to ensure efficient and effective processes.
- Support and advise faculty and staff on Higher Education standards, procedures, and processes to promote a culture of quality assurance within TAFE Queensland.
- Support a culture of continuous improvement within Higher Education at TAFE Queensland.
- Manage and maintain accurate documentation related to quality assurance processes.
- Facilitate data informed decision making in Higher Education.
- Coordinate academic quality support for Higher Education across the regions.
- Identify and analyse data and resources for quality assurance purposes.
- Prepare and present regular reports on quality performance to management, identifying key metrics and trends to inform quality of teaching and learning.
- Undertake and manage ad hoc projects as directed by the Dean of Higher Education.
- Contribute to the success of transformation and cultural change through promoting and modelling the values of Safety First, Working Together, Focusing on our Customer, Taking Responsibility and Showing Initiative.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

- Demonstrated knowledge and commitment in the provision of quality assurance including extensive high-level knowledge and understanding of the Higher Education Threshold Standards 2021 and the Higher Education Support Act (HESA) 2003.
- Proven experience in fostering collaborative and productive working relationships for the purposes of creating and facilitating and implement quality assurance systems and strategies.
- Demonstrated high level analytical, conceptual and innovative problem-solving skills including the ability to independently research, analyse, develop and recommend practical strategies and /or other options and implement solutions to meet Higher Education quality assurance requirements.
- Strong interpersonal and written communication skills.
- Organisational skills or ability to manage multiple tasks and deadlines simultaneously, with accuracy and high-quality outcomes.
- Critical thinking and analytical skills along with strong attention to detail.

About you

Highly desirable requirements:

- Higher Education experience in a Quality Assurance Officer role, or similar.
- Comprehensive knowledge of the higher education sector and quality assurance requirements.
- Tertiary qualification at Bachelor level or higher.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional information

- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The key responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.