

## General Information

<b>Job title</b>	<b>Director</b>
<b>Reporting lines</b>	<pre> graph TD     GA[General Assembly] --&gt; B[Board]     B --&gt; D[Director]     D --&gt; DD[Deputy Director]     D --&gt; RM[Reviews Manager]     D --&gt; PM[Project Manager]     D --&gt; FO[Finance Officer]     D --&gt; PO[Project Officer]     D --&gt; AO[Administrative Officer]         </pre>
<b>Purpose of the job</b>	<p>Coordinate the activities of ENQA's Secretariat to deliver activities in line with the statutes and rules of procedure, in order to achieve the strategic and working plans as approved by the General Assembly; to provide high value services for Members and Affiliates and to drive the development of quality assurance in higher education across the European Higher Education Area.</p>

## Accountabilities

### I. Planning and delivery

**Provide input to the Board, with regard to the strategic plan, translate the strategic plan into annual workplans and functional guidelines for the association and ensure good management, in order to give direction to the organization as a basis for realizing the defined objectives in an effective and efficient manner.**

#### **Example activities:**

- Prepare and organize meetings with the Board;
- Give input to the board with regard to the Strategic plan, based on knowledge of the capacity of the organisation and the ambitions members have for the association;
- Set-up guidelines, procedures, working methods for the organization and follow-up;
- ...

## **2. Secretariat management**

**Organize and manage the Secretariat in terms of staffing as well as processes (both qualitatively and quantitatively), in order to have an efficient and effective organizational structure and working climate.**

**Example activities:**

- Organize processes and procedures;
- Prepare the annual work plan in association with the Board and ensure its implementation;
- Establish Key Performance Indicators for the Secretariat and manage their delivery;
- Ensure compliance of the Secretariat organisation and activities to legal regulations and corporate standards;
- ...

## **3. Services for Members and Affiliates**

**To lead in the development and delivery of services for the Association's Members and Affiliates, and to advise the Board on service improvements.**

**Example activities**

- Ensure the effective delivery of ENQA coordinated reviews and share advise to the Board and Members on improvements and analysis of trends in reviews;
- Propose members of the ENQA Agency Review Committee to be appointed by the Board;
- Ensure the delivery of projects, seek new project funding and propose initiatives that will add value for Members and Affiliates;
- Seek to grow the membership base, advising the Board on potential new members;
- ...

## **4. Finance & Budget**

**Oversee the preparation and manage the annual budget of the Secretariat in collaboration with the Board and with support of the Finance Officer and Senior Project Manager, in order to ensure a stable, dynamic & cost-efficient financial management.**

**Example activities:**

- Manage staff members and costs of the Secretariat according to the agreed budget;
- Maintain the accounts and financial statements of the Association and submit these to the Board and the General Assembly;
- Supervise the annual financial audit;
- Oversee the collection of the annual fees of the Association's members and affiliates and any other financial contributions to the Association's activities;
- ...

## **5. Stakeholder management and representation**

**Build and maintain internal and external relationships/partnerships and represent the Association, in cooperation with the Board, in order to have an optimal cooperation with all relevant stakeholders and ensure ENQA's reputation at an European and international level.**

## **Example activities:**

- Function as a liaison and central point of contact for the Board, the Secretariat, the Members, and the main co-operation partners of the Association;
- Represent the Association in the activities of the EQAR and (when appropriate) the Steering Group of the EQAF;
- Ensure, together with the President, that the Association is represented in the Bologna Process, including the E4 Group, the Bologna Follow Group (BFUG) and its associated Working Groups;
- Represent the association and provide expertise in other relevant events, projects, etc.
- ...

## **6. Statutory**

**Manage the statutory activities related to the Secretariat (e.g. Board, General Assembly) in order to report and secure an accurate follow-up.**

### **Example activities:**

- Convene, prepare, and oversee the organisation and recording of the meetings of the Board of the Association;
- Oversee the maintenance of the records of the Association (including the files, minutes, databased and financial records);
- Oversee the publications of the Association and ensure that the website of the Association is fit for purpose and regularly updated;
- Represent the Association, except in court and vis-à-vis third parties, as far as mandated by the President in a manner that is in keeping with the aims and objectives of the Association;
- Sign legally binding documents on behalf of the Association;
- ...

## **7. People Management**

**Select, motivate, manage, evaluate, and develop team members, in order to create an environment where all employees are empowered and engaged and to ensure optimal quantitative and qualitative staffing.**

### **Example activities:**

- Oversee the on-the-job training of the team members;
- Perform the annual appraisal;
- Appoint the staff of the Secretariat in consultation with the Board;
- Provide guidance, advice and direction when required;
- Coordinate the deployment of staff, assign activities and set clear objectives for staff;
- Drive team members through feedback and empowerment;
- ...

## **Profile**

<b>Education</b>	<ul style="list-style-type: none"> <li>• Master's Degree or equivalent experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience of effectively managing people and projects, policy and finances;</li> <li>• Experience in European policy and networking, Quality Assurance in Higher Education and EU-funded projects;</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work both independently and lead a team, in a complex international environment;</li> <li>• Excellent organisational skills, ability to manage a range of activities simultaneously, adjust priorities as required, ability to work under pressure and to keep to set timelines;</li> <li>• Excellent communication skills, including excellent command of English (written and oral) with knowledge of French and/or Flemish also being an advantage;</li> <li>• Flexible and innovative, service-oriented with a multicultural mindset;</li> <li>• Ability to work with tact and diplomacy.</li> </ul>