



IDM invites applications from suitably qualified and experienced individuals for the following position tenable at the Gaborone Main Campus.

QUALITY ASSURANCE COORDINATOR (3 YEARS FIXED CONTRACT)

The Institute of Development Management (IDM) was established in 1974 as a regional institution by the Governments of Botswana, Lesotho and Eswatini ("participating member states".) IDM has shaped futures of many Batswana with executive development courses and long term training, and continue to achieve its mandate through helping the public and private organizations to meet their management needs through Education, Training Research and Consultancy services. IDM Botswana has campuses in Gaborone and Francistown.

IDM therefore invites applicants from suitably qualified and experienced individuals for the following position:

QUALITY ASSURANCE COORDINATOR (Gaborone Office)

Main Purpose of the Job:

- Plan, manage and monitor the implementation of a quality assurance programme which will ensure the delivery of consistently high-quality services by IDM in accordance with agreed quality standards.
- Coordinate the registration and accreditation process with regulatory bodies.

DUTIES AND RESPONSIBILITIES

Key performance areas and responsibilities:

- Develop process maps in order to facilitate internal quality controls.
- Implement internal quality controls to assess whether IDM internal operations and delivery processes adhere to agreed specifications. Performance standards and delivery targets.
- Follow up with the relevant departments to ensure that there are demonstrable processes and ongoing efforts to improve the quality of services.
- Drive the Quality Management initiatives

towards the maintenance of the ISO certification.

- Support ongoing research and review of the QA/QM framework used for internal quality controls and assurance.
- Liaise with HRDC/BQA for the registration and accreditation process.
- Communicate registration and accreditation decisions to Management and coordinate with them for implementation of the regulatory body recommendations
- Coordinate the conduct of quality inspections/ visits by regulatory bodies to monitor and ensure compliance with legislative and regulatory requirements.

QUALIFICATIONS:

- At least a Degree in Educational Management, Quality Assurance and a professional quality certification (ISO, etc.) or any other equivalent qualification acceptable to IDM.

EXPERIENCE

- A minimum of 7 years experience in quality management and assurance
- Exposure to similar functions in a Training environment and/or a related regulatory environment would be an added advantage.

REQUIRED COMPETENCIES

Technical Competencies

- Knowledge of the Training sector (Policies, Strategies, Legislations, and Regulations)
- Excellent knowledge of quality assurance theory, principles, practices, and techniques
- Excellent knowledge in Quality Management Systems and Programmes
- Computer literate, excellent with systems and applications relevant to the specific work areas.

Other Competencies

- Creativity, innovation, flexibility, and analytical thinking
- Results-oriented and performance-driven
- Decisiveness and assertiveness
- Communication, influence, and impact
- Service-oriented and client focus
- Teamwork and interpersonal skills

REMUNERATION

IDM offers a wide range of competitive benefits.

ARE YOU THE ONE?

If you feel you meet the profile of the required candidate and you are interested in the job, you may submit your application including Curriculum Vitae, ID(Omang), certified copies of Academic Records and three career references to the:

Human Resource and Administration Manager
Institute of Development Management
P. O. Box 1357
Gaborone
Botswana

Or hand delivered to:

IDM Gaborone Main Campus
Records Management Office, No: 9
Block B

Or Email to:

recruitment@idmbles.ac.bw

Closing Date: 10 February 2023

Closing Time: 1630hrs

**NB: ONLY SHORTLISTED APPLICANTS
WILL BE RESPONDED TO.**