



**ROLE DOCUMENT**

<b>IDENTITY</b>	<b>Organization</b>	BITS WILP (Work Integrated Learning Program)
	<b>Function</b>	Teaching, Learning, Academic Operations
	<b>Role Name</b>	Quality Analyst/ Assurance
	<b>Reports to</b>	Associate Dean- Instruction & Quality
<b>OPERATING NETWORK</b>	<b>Key External</b>	WILP Collaborative Organizations
	<b>Key Internal</b>	Faculty, Operations Team, Students, Leadership
<b>ROLE HOLDER REQUIREMENTS</b>	<b>Minimum Qualification</b>	Post Graduation with Quality Assurance related specialization
	<b>Experience</b>	Min 5 years of relevant Experience
<b>KNOWLEDGE &amp; SKILLS</b>	<b>Technical Knowledge</b>	Quality Inspection, Auditing, Report preparation, Accreditation process, Quality Assurance of education process, experience in ISO/ NAAC/ ABET accreditation of educational institutions and programs
	<b>Behavioral Competencies</b>	Active listening, clear communication, attention to details, critical thinking and objective reasoning.
<b>PURPOSE</b>	The candidate shall be responsible for process monitoring and improvement of WILP offerings ie., Programs, Courses, Student Life Cycle Management etc.	
<b>KEY RESPONSIBILITIES</b>	<b>AREAS OF RESPONSIBILITY (Key Activities)</b>	
	<ul style="list-style-type: none"> <li>• Analysing, assessing and auditing the existing processes of Student Life Cycle Management ie., Admission, Registration, Delivery, Evaluation etc</li> <li>• Creating plans for testing the same and sharing the results with the leadership</li> <li>• Reviewing the results and ensuring they meet the BITS Pilani benchmarks</li> <li>• Developing and tracking test metrics</li> <li>• Helping to maintain the quality of WILP offerings</li> <li>• Working closely with the faculty, operations team, students and WILP Collaborative Organizations to source the necessary data for the analysis and quality improvement</li> <li>• Creating and maintaining documentation and tutorials</li> <li>• Implementing new processes and creating new tools for testing</li> <li>• Maintaining relevant data and dashboards on the quality metrics</li> <li>• Preparing MIS on the quality metrics and presenting to leadership</li> <li>• Developing a academic quality manual</li> <li>• Developing level-2, level-3 documents</li> <li>• Ensuring compliance and adequacy of processes</li> <li>• Developing a comprehensive assessment plan</li> <li>• Conducting audits as per plan and close the NCRs</li> <li>• Train Internal Quality Auditors</li> <li>• Create quality assurance metrics and monitor them on an ongoing basis</li> </ul>	