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Norbuling Rigter College
Kuen-Gaa Group of Companies Pvt. Ltd.
Post Box 1211
Doteng (Paro): Bhutan
Phone +975 (8) 271313
www.nrc.edu.bt

Empowering Young Minds

Terms of Reference (TOR)

Position Title	: Student Services & Quality Assurance Officer
Position Level	: SS4/P5
Unit/Department	: Student Services & Quality Assurance
Reporting Authority	: Head, Student Services & Quality Assurance
Appointment Type	: Full-time (Administrative Staff)
Duty Station	: Norbuling Rigter College, Paro

1. Background

The Student Services and Quality Assurance Unit oversees all non-academic student services such as counselling, student events, club activities, welfare and safety, career services, and record-keeping. Simultaneously, the role manages quality assurance monitoring and accreditation processes. The position requires coordination with students, faculty, administrative staff, and Higher Education Quality Council, organizing of student programmes, resolving conflicts, preparing accreditation reports, conducting audits, and maintaining compliance documentation.

2. Purpose of the Position

The Student Services & Quality Assurance Officer provides operational support across two critical areas: student services and quality assurance. This position handles day-to-day coordination of student support activities including counselling sessions, event logistics, career services, and student engagement programmes, while maintaining confidential records and databases. Simultaneously, the Student Services & Quality Assurance Officer supports quality assurance and accreditation processes by managing documentation, tracking compliance deadlines, compiling institutional data, and facilitating communication between departments. By managing these operational tasks efficiently.

3. Duties and Responsibilities

3.1. **Student Services Support:**
3.1.1. Assist in scheduling and coordinating counselling sessions for students requiring guidance on personal, academic, and career matters.
3.1.2. Maintain confidential student records and case files.
3.1.3. Respond to routine student inquiries.

3.2. **Student Events and Programmes:**
3.2.1. Coordinate logistics for orientation programmes, workshops, and student development activities.
3.2.2. Manage event registrations, venue bookings, and material preparation.
3.2.3. Assist in organizing leadership development programmes and events.
3.2.4. Maintain event calendars and communicate schedules to relevant stakeholders.

3.3. **Student Engagement Activities:**
   3.3.1. Support the coordination of extracurricular activities and clubs.
   3.3.2. Assist in communication with student leaders, volunteers and scholarship students.
   3.3.3. Help maintain student engagement databases and participation records.
   3.3.4. Facilitate community-building initiatives on campus.

3.4. **Academic Advising Support:**
   3.4.1. Schedule advising appointments and maintain advising records.
   3.4.2. Prepare materials related to graduation requirements, and career planning.

3.5. **Administrative Functions:**
   3.5.1. Manage student records, and service databases.
   3.5.2. Prepare correspondence and reports.
   3.5.3. Maintain filing systems (physical and digital) for student services operations.

3.6. **Career Services Assistance:**
   3.6.1. Coordinate career counselling sessions.
   3.6.2. Assist in organizing job readiness programmes.

4. **Quality Assurance & Accreditation Support**

4.1. **Documentation and Data Management:**
   4.1.1. Compile and organize data related to student satisfaction and graduate employability.
   4.1.2. Maintain accreditation documents, reports, and compliance records.
   4.1.3. Prepare draft reports for quality assurance and accreditation purposes.
   4.1.4. Ensure systematic filing and retrieval of QA documentation.

4.2. **Accreditation Process Support:**
   4.2.1. Track compliance deadlines and accreditation timelines.
   4.2.2. Assist in preparing materials for site visits by accrediting agencies.

4.3. **Communication and Liaison:**
   4.3.1. Facilitate communication between the Head and various departments regarding QA matters.
   4.3.2. Disseminate quality assurance policies and updates to relevant parties.

4.4. **Research and Benchmarking Support**
   4.4.1. Assist in gathering information on best practices from other institutions.
   4.4.2. Compile research materials on quality assurance trends and standards.
   4.4.3. Support the analysis of institutional data for continuous improvement initiative.

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5. **General Responsibilities**
   5.1. Maintain strict confidentiality regarding student information and institutional data.
   5.2. Demonstrate professionalism in all interactions with students, faculty, and external stakeholders.
   5.3. Participate in relevant training and professional development activities.
   5.4. Perform any other task assigned by the Head of SS&QA or the College Management relevant to the role.

6. **Required/Minimum Qualifications & Experience/Preferences:**
   6.1. Bachelor's degree in Education, Business Administration, Social Work, Psychology, or related field.
   6.2. Preference will be given to candidates with additional training or certification in student affairs, quality assurance, or higher education administration.

7. **Competencies Required**
   7.1. Excellent organizational and time management skills with ability to handle multiple tasks simultaneously.
   7.2. Strong written and verbal communication skills in English and Dzongkha.
   7.3. High level of discretion and ability to maintain strict confidentiality regarding student and institutional information.
   7.4. Detail-oriented with strong documentation and record-keeping abilities.
   7.5. Interpersonal skills to interact effectively with students, faculty, staff, and external stakeholders.
   7.6. Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and database management systems.
   7.7. Strong data compilation, student information systems and digital filing systems.