

JOB DESCRIPTION

JOB TITLE: Quality Assurance and Compliance Officer

EMPLOYER: Institute of Banking and Finance of Trinidad and Tobago

Level 1 Invader Bay Tower's, Invader's Bay, Port of Spain

ABOUT US: The Institute of Banking and Finance of Trinidad and Tobago (IBF) is a non-profit awarding body that was established in 1984 through the collaborated effort of the commercial banks and NIHERST. The Institute is mandated to assist the advancement of banking and finance professionals through its professional educational programmes and initiatives.

PRIMARY OBJECTIVES OF THE JOB

IBF's Quality Assurance and Compliance Officer ensures that quality and compliance with regulatory stipulations are pursued at all levels of IBF's operations. The Officer must be customer-focused, responsive, efficient and should perform duties with a high degree of independence in a timely and professional manner. The Officer must also establish the relationship between the formal quality assurance processes and quality culture. This role also involves supporting the IBF's Academic & Quality Assurance Sub-committee (AQASC). A major part of the role is assessing our programmes (which includes the administration of examinations) and formulating appropriate methodologies for use in improving programme offerings. The Quality Assurance and Compliance Officer is responsible for managing and performing all duties relating to the accreditation of IBF's programmes and maintaining working relationships with both the local and international accrediting bodies. Additionally, the Officer is responsible for ensuring that requirements of the Finance Intelligence Unit of Trinidad and Tobago (FIUTT) are satisfied, and policies and procedures are followed.

DUTIES AND RESPONSIBILITIES

- Support the AQASC in maintaining and developing quality assurance and control frameworks, while ensuring that the IBF has a comprehensive and robust system for monitoring and evaluating of all aspects of programmes and operations within the organization.
- Support the AQASC to ensure that our quality assurance and control frameworks meet the required standards set by The Accreditation Council of Trinidad and Tobago (ACTT) and the Chartered Banking Institute (CBI).
- Provide support in the administration of the AQASC by attending meetings and undertaking the role of the deputy secretary by taking and preparing minutes. Minutes and relevant documents should be disseminated at least three (3) days prior to the meetings.
- Be responsible for the production of reports and periodic reviews (this includes but is not limited to reporting for stakeholders and accrediting bodies).

- Provide guidance and support on quality assurance matters.
- Be responsible for monitoring quality assurance processes and ensuring that quality 'loops' are closed as the result of either internal or external reviews e.g. ACTT reviews. The Officer must implement, and track action plans developed to close these quality loops.
- Work with internal and external stakeholders to consider the impact of national and relevant professional bodies' requirements (subject benchmarks etc.) and microstructural changes in the financial service industry on the curricula of programmes. This requires working with the AQASC in planning both amendments to the curricula and their subsequent implementation.
- Responsible for the collection and analysis of data (e.g. surveys). Document feedback in formal reports for review and for accreditation purposes.
- Plan and coordinate the design, development, implementation, and evaluation of curricula where necessary while ensuring that the correct approval channels are followed and formally recorded for annual review purposes.
- Coordinate the examination and analysis of trends and projections in the field of Curriculum and national development, to determine training needs and appropriate curriculum development.
- Perform quality checks to ensure that all information made available to the public (print and online – website, Facebook, LinkedIn) is relevant, up-to-date and reflects a professional image at all times.
- Supervise all functions relating to Pre and Post examination procedures and ensure that all procedures and timelines are followed.
- Ensure that our existing policies are up-to-date and approved by the Academic and Quality Assurance Sub Committee (AQASC) in readiness for accreditation reviews.
- Make all efforts to ensure that an appropriate and sufficient listing of examiners, moderators and tutors/lecturers are identified and retained, and service contracts are up-to-date and filed. (Keep track of expiry dates on existing contracts).
- Arrange annual meetings with examiners, moderators, and tutors/lecturers to ensure that feedback on both sides is communicated.
- Serve as the official liaison with the FIUTT on behalf of the organization
- Implement, coordinate, and monitor a compliance programme for the organization
- Ensure policies and procedures are in place
- Maintain records of suspicious transactions/activities reported by staff to the FIUTT
- Receive and review reports of suspicious transactions/activities made by staff to the FIUTT

QUALIFICATIONS AND EXPERIENCE

- Minimum required: Bachelor's degree (Business Administration, Education or related field).
- A minimum of 3 years of relevant experience in higher education

SKILLS AND DESIRABLE TRAITS REQUIRED

1. Ability to act on own initiative and to work independently but also as part of a team.
2. An excellent grasp of using report writing tools including Microsoft Office Suite
3. Good oral and written communication skills are needed to communicate with internal and external stakeholders, and for writing quality control policies, procedures and reports.
4. Good interpersonal skills with the ability to relate and build professional relationships both internally and externally.
5. A methodical approach to work with an eye for detail and accuracy.
6. Highly effective organizational, planning and project management skills.
7. Ability to grasp and analyze problems in administering programmes.
8. Ability to conduct research and prepare comprehensive reports on findings.

NB: Interested applicants must be a legal resident of Trinidad & Tobago.