



About Mzuzu University

Mzuzu University (MZUNI) is one of Malawi's public universities established by the Laws of Malawi Cap 30:09 (*Mzuzu University Act No. 12 of 1997*). Currently, the University has six faculties of Education; Environmental Sciences; Health Sciences; Tourism, Hospitality and Management; Science, Technology and Innovation; and Humanities and Social Sciences. It is a dual mode University offering its courses through face-to-face and open, distance and e-learning (ODEL) teaching and learning modes. It also offers some of its programmes on block, week-end and vacation release.

MZUNI has its main campus located in Mzuzu City at Luwinga which also houses its ODeL Main Hub. It has a Tourism and Hospitality Skills Application Centre located at Dunduzu within the City. MZUNI has a physical presence in all the four regions of Malawi through its purpose-built and well equipped ODeL Satellite Learning Centres in Karonga, Lilongwe, Balaka and Mulanje. The University is also working towards establishing its future main campus at Choma in Mzuzu.

The Quality Assurance and Enhancement Manager

The Manager for Quality Assurance and Enhancement is responsible to the Vice-Chancellor for provision of leadership in the development and implementation of quality assurance standards, practices and procedures across the University.

Applications are therefore invited for this exciting and demanding position of Quality Assurance and Enhancement Manager.

Duties and Responsibilities

The Manager for Quality Assurance and Enhancement is required to fulfil the following duties and responsibilities, *inter-alia*:

(a) Quality Assurance and Management

- (i) Overseeing the development, review, implementation, monitoring of quality assurance and enhancement policies, plans, programmes,

strategies and procedures and promoting a culture of quality in the University;

- (ii) Devising systems and mechanisms to ensure proper functioning of quality assurance in the University and that education provided at the University is in compliance with national and international set standards;
- (iii) Facilitating and enforcing compliance with internal and external quality assurance standards, regulatory, professional bodies and legal frameworks;
- (iv) Overseeing the implementation of the qualifications framework in all academic programmes;
- (v) Identifying quality-related training needs and delivering training and providing training tools and techniques to enable departments and sections achieve quality;
- (vi) Developing, reviewing and implementing quality assurance and management systems, programmes and schedule of cycles for academic programmes in liaison with Executive Deans, Directors, and Heads of Departments/Sections;
- (vii) Overseeing the implementation of quality assurance and enhancement tools;
- (viii) Taking lead in monitoring and evaluating performance of quality assurance management systems in the University and providing technical quality assurance advice to the University;
- (ix) Initiating reviews of policies, procedures, regulations, programmes and overall performance of the University;
- (x) Leading the production of quality management and academic regulatory frameworks;
- (xi) Overseeing the formulation, development and implementation of the directorate's policies, long term strategy, business plans; annual work-plans and budget for the directorate;
- (xii) Providing leadership for improved quality assurance activities, appraising performance of staff in the directorate to ensure effective implementation of performance management systems;
- (xiii) Advising the Vice-Chancellor, faculty, departments/sections and committees on quality assurance matters;

(b) Visibility and Publicity

- Establishing and maintaining partnership, networks and linkages with government, industry and other relevant institutions, development partners and international communities to share and benchmark best practices; and

(c) Financial/Business Management

- Mobilizing resources and monitoring its effective, efficient and economic utilization in advancing quality assurance in the University.

Qualifications

The candidate must have:

- (a) Master's and Bachelor's Degree in their field of study obtained from institutions accredited or recognized by the National Council for Higher Education; and
- (b) At least six (6) years' experience as a senior academic staff at an internationally recognized higher education institution.

Desired Attributes and Skills

- a) proven track records in QA, accreditation process and ISO 9001 or similar;
- b) Proven track record on implementation of quality standards;
- c) Excellent strategic leadership skills and knowledge, insights, and vision to support the academic community and leadership in the University's drive to deliver cutting-edge research and innovation;
- d) Sound knowledge of and insight into the higher education;
- e) Proven resource, strategic and people management skills, and developing, maintaining, and strengthening collaborative networks;
- f) Unquestionable professional integrity, accomplishments and standing in the peer community;
- g) Ability to develop, plan, and implement short and long-range goals;

- h) Outstanding interpersonal and community relations skills and the ability to communicate and work effectively within a diverse community;
- i) Visionary and result-oriented;
- j) Work independently and handle multiple projects with varying priorities;
- k) Ability to advise faculty in the design, development, and implementation of technology that supports and enhances quality instruction and student learning;
- l) Strong technical writing skills and experience developing training materials; and
- m) Excellent conflict management and administrative skills;

Terms and Conditions of Service

Mzuzu University provides an attractive salary and benefits in accordance with its emolument structure. The appointment is for a period of four (4) years.

Retirement Age

The normal retirement age for MZUNI is sixty (60) years. Applicants should not be more than fifty-six (56) years of age at the time of appointment to be able to serve a four (4)-year term.

Instructions and Mode of Application

Applicants are required to adhere to the following instructions:

- a) Applications should be submitted strictly through e-mail to: jobvacancies@mzuni.ac.mw and copy ur@mzuni.ac.mw;
- b) All documents should be in PDF Format;
- c) The subject line for the e-mail should read: “*Application for the Post of Quality Assurance and Enhancement Manager*”;
- d) The application package should include the following documents:
 - i) An application letter with a motivation for the position;
 - ii) An up-to-date curriculum vitae (CV) with names and contact details of three traceable referees; and

- iii) Certified copies of academic and professional qualifications.

Applicants submitting hard copy applications should indicate the following details on the envelope:

JOB VAC: Quality Assurance and Enhancement Manager

University Registrar
Mzuzu University
Private Bag 201
Luwinga
MZUZU 2
MALAWI

Closing Date

The application should be e-mailed before mid-night of **Friday, 24th July 2026**. Note that only shortlisted candidates will be acknowledged.

The University is an equal opportunity employer and therefore encourages applications from qualified men, women and persons living with disabilities.