



CHIEF EXECUTIVE OFFICER (CEO) JOB DESCRIPTION

Organization description

The International Network for Quality Assurance Agencies in Higher Education (INQAAHE) is a world-wide association of 300+ organizations active in the theory and practice of quality assurance (QA) in higher education. The great majority of its members are quality assurance agencies that operate in many different ways, although the Network also welcomes (as associate members) other organizations that are actively involved in the quality assurance of Higher Education.

The central purpose and role of INQAAHE is to promote and advance excellence in higher education through the support of an active international community of quality assurance agencies. In order to achieve this goal, the network focuses on its ability to convene international experts to pursue and publicise the development of the theory and practice of quality assurance, the exchange and understanding of the policies and actions of its members, and the promotion of quality assurance for the benefit of higher education, institutions, students and society at large.

Job summary

Above all, the Chief Executive Officer is the day-to-day visible face of INQAAHE, and in all aspects must embody and promote the INQAAHE values and mission. In particular, the Chief Executive Officer is responsible for the overall development, management, and administration of the Network. He/she will work with the Board to develop the Network's strategic plan (which will be owned by the Board) and will be the primary person responsible for, and accountable to, the Board for its delivery. A fundamental and high priority responsibility of the CEO in delivery of this plan will be the growth and diversification of funding opportunities and revenue streams. In particular, the following activities constitute the nature of the job: develop and lead opportunities for revenue growth and diversification; lead and manage strategic, operational, financial and legal matters; lead and manage the Network's Secretariat; regularly engage with the membership, strategic partners and other stakeholders; regular report to the Board of Directors on the Network's performance; and assume other responsibilities as decided by the Board of Directors. Outreach to relevant communities of interest, including but not limited to current INQAAHE members, and regional networks, is a primary responsibility of the CEO. In this and all efforts, the CEO should co-ordinate the collaborative contributions of Board members, seeking to align the capacities demonstrated by each with the achievement of INQAAHE's strategic objectives, as well as ensuring their appropriate involvement in an agenda of activities, timelines and expected outcomes.

Responsibilities

INQAAHE is a small enterprise. As such, the Chief Executive Officer is a multi-faceted role. He/she will be expected to act as chief administrative officer, legal signatory and accountable executive of the network. He/she will serve as a primary advocate for communicating the mission and purpose of the Network, as set by the members and Board of Directors. This individual will work closely with the Board of Directors, INQAAHE staff and/or contractual administrative support personnel, and relevant partner organizations to move the Network toward fulfilling its strategic goals in fiscally responsible and sustainable ways and in support of the INQAAHE mission.

To successfully lead INQAAHE, the primary responsibilities of the CEO are detailed as follows:

Strategic leadership

- Responsibility for drafting (with the Board) the Network's strategy, periodic review of and reports to the Board on progress against that strategy and for the design and monitoring of KPIs to demonstrate its achievement.
- Drafting and presenting to the Board a three-year operational development and delivery plan, aligned with INQAAHE's strategic objectives. Its primary objective will be revenue development and diversification, ensuring the Network's financial sustainability. It will also prioritise related areas such as exchange and co-operation activities; agency recognition via the ISGs; and research. The plan will include clear annual targets and periodic reporting to the Board, based on a planning document approved by the Board.
- Fostering a collaborative, open and transparent relationship with the Board, in order to maximise capabilities and combine efforts.
- Monitor the Network's strategic and operational risks and put in place mitigations to limit their impacts.

Relationship development

- Recognize and nurture collaborative relationships with other QA networks, particularly regional networks, that are supportive of INQAAHE's goals, while also addressing any competing interests that may arise.
- Leverage the power of those relationships to develop joint projects from events and capacity-building initiatives to research and the production of publications.
- Represent the Board of Directors, when called upon to do so, with the highest degree of professionalism and integrity to other associations, quality assurance organizations, and higher education institutions by serving as an effective spokesperson on the importance of QA in tertiary education and the value of membership and participation in INQAAHE.
- Work closely with UNESCO to promote and underscore INQAAHE's ability to

deliver the policy intent of the Global Convention, especially with regard to ISG recognition and the UNESCO working group on Quality Assurance.

- Engage personally, and actively foster Board members' participation, in outreach activities to enhance and promote INQAAHE's initiatives, reputation and reach and to support strategic, relationship, and revenue-development initiatives.

Board support

- Maximize the impact of INQAAHE's Board of Directors through its strategic engagement with the membership in both planning and governance.
- Build on the capacity of Board directors, foster a transparent, collaborative and supportive working environment with them in carrying out the network's strategic plan.
- Develop and present KPIs demonstrating delivery of the Board's strategic plan and the operational delivery plan aligned to it.
- Coordinate and advance Board initiatives.

Secretariat operations

- Manage Secretariat operations, include legal, human resources, accounting, information technology, and finance.
- Oversee all program and membership initiatives.
- Supervise INQAAHE staff, contractors, and interns and make recommendations for related resource needs. Assign tasks and responsibilities as needed.
- Coordinate with location host (AQU Catalunya) for additional resources as needed and contracted.

Financial management

- Lead and manage all financial matters of INQAAHE to ensure growth and financial sustainability.
- Oversee and Manage banking activity, in coordination with INQAAHE Treasurer and Legal Representative in Spain.
- Develop annual budget aligned to strategies.
- Oversee accounting, collections, financial report preparation, and audits.

Strategy and policy development and execution

The Board is responsible for setting strategy and defining the policies which govern the Network. As CEO, the role holder will be expected to:

- Work with the Board to develop strategy and be accountable for the execution of that strategy.
- Work with the Board (and external stakeholders, as needed) to develop policies for



the correct operation of the Network and execute them in a timely and effective manner.

- Ensure compliance with approved policies, monitoring their impact and risk.

Program and event leadership

- Identify and develop opportunities for development of new revenue streams and diversification and growth of existing revenue streams.
- Identify capacity building and/or training provision opportunities and negotiate and execute contracts.
- Manage INQAAHE responsibilities for all conferences/forums, including location/venue, host, budget, announcement, program, speakers, etc. in collaboration with the Conference/Forum Committee and host.
- Oversee INQAAHE review and recognition activity, including oversight of negotiation of contracts, site visit agendas, invoicing, and reports.
- Oversee INQAAHE Funding Scheme operation.
- Oversee INQAAHE grant projects, including budgets, execution, and deliverables.

Member engagement and communication

- Oversee member communications (emails, newsletters, etc.) and outreach, addressing member issues as needed in a timely and appropriate manner.
- Propose and execute membership strategies to meet goals.
- Oversee membership applications, decisions, invoicing and collections.
- Recommend and execute communication strategy.
- Manage publications and media communications.

Leadership in Quality Assurance

- Identify effective ways to support excellence and creativity in the field of QA.
- Create opportunities for members and regional networks to share experiences and good practices.
- Lead on INQAAHE's contribution to the Global Study project, collaborating effectively with its authors and research teams.

Any other functions as assigned by INQAAHE's Board of Directors.

Qualifications

INQAAHE's Chief Executive Officer will be a dynamic and mission-driven individual with strong emotional intelligence, leadership and management skills, exceptional judgment, superb communication skills, and the ability to work collaboratively in a global context with many internal and external constituencies. The individual will have a strong record of

developing programs and activities that create financial growth and sustainability for the organization.

Essential requirements

- Demonstrated ability to develop, expand and diversify revenues to support, sustain and grow operations of a non-profit network or member-based organization.
- Strong financial acumen with experience of budget management, financial planning, cost containment and delivering sustainable revenue strategies.
- Experience of leading cross-border teams to support the achievement of revenue growth targets.
- Clear and demonstrated understanding of the concepts and issues surrounding quality assurance in higher education today.
- Management experience in mission-driven, non-profit organization or association that demonstrates ability to lead an efficient and effective organization in accordance with best practices and fiduciary requirements.
- Experience that demonstrates the ability to self-start and work independently on projects, meeting deadlines and schedules, while maintaining a service-oriented attitude toward all membership and board-level concerns.
- Proven ability to work collaboratively while establishing mutual trust and respect with a volunteer leadership base, related professional organizations, and stakeholder groups.
- Strong written and oral communication skills, with the ability to serve as an effective spokesperson to local and global communities of interest.
- Evidence of leadership, specifically in balancing mission-driven priorities with a sustainable revenue growth agenda, decision-making and responsibility.
- Completion of an advanced degree.
- Fluency in English (reading, writing, speaking).

Desirable requirements

- Multilingual.
- Completion of a doctoral level degree.
- A record of visionary, strategic and creative leadership applicable to managing a not-for-profit organization focused on issues related to tertiary education.
- A record of exceptional, global revenue transformation and new opportunity development.
- A nuanced understanding of current and global issues within higher education quality assurance, evidenced through publications, presentations, or specific experience.



- An ability to articulate new ideas, collaborate and inspire vision within the Network, the staff, Board, and among INQAAHE's diverse member constituents.
- Evidence of the collection and use of internal and/or external stakeholder feedback for continuous improvement.

Experience with INQAAHE activities

INQAAHE is looking for a candidate who possesses the skills to further elevate INQAAHE's position as a world leader in tertiary education quality assurance and as an umbrella organization for external and internal quality assurance providers.

Additional information

This is a full-time position that may be performed fully or partially in a remote/teleworking environment. INQAAHE's headquarters are in Barcelona, Spain and episodic travel to Barcelona and other locations will be required. As a truly global organization, INQAAHE is committed to hiring a diverse workforce and sustaining an inclusive culture. Compensation structure will be based on demonstrated experience and competencies and negotiated within the terms of the final contract.

INQAAHE invites qualified applicants to apply now. Interviews will begin in December 2025 with a desired hire date as soon as possible thereafter. Please submit your resume, a letter of interest addressing the position requirements, and 3-5 professional references to hr@inqaahe.org.

Applications received by 30 November will be given priority.