



Jubaiha Center

Address: Queen Rania Street, Burj Complex, 1st floor, Office 102

Phone:

JO: +962 7 7772 6032

UK: +44 20 8840 4383

Email: info@jubaihacenter.com

Date: 28 October 2025

ORGANISATION CHART AND ROLE DESCRIPTIONS

1. INTRODUCTION

Jubaiha Center recognizes that a well-defined organizational structure is essential for efficient governance, accountability, and academic quality. This document outlines the internal organizational structure and provides descriptions of roles to ensure transparency and operational clarity.

2. PURPOSE

The Organization Chart and Role Descriptions aim to:

- Illustrate lines of reporting and responsibility across the academy.
 - Support effective communication, leadership, and management.
 - Help staff understand their roles within the broader context of the academy.
 - Align with the best international practices for educational governance and operational readiness.
-

3. SCOPE

This document applies to:

- All departments within the academy.
 - All academic, administrative, and support functions.
 - Staff at all levels of responsibility.
-

4. ORGANISATIONAL STRUCTURE

Executive Leadership:

- **Director General:** Provides overall strategic and legal leadership for the academy.
- **Academic Director:** Oversees curriculum design, delivery, and academic performance.
- **Quality Assurance Manager:** Ensures internal quality assurance procedures and compliance with accreditation standards.
- **Registrar:** Manages admissions, student records, and assessment logistics.
- **Finance and Operations Manager:** Administers of financial planning, facilities, and operational logistics.

Academic Management:

- **Faculty Leads:** Coordinate subject areas (e.g., Business, IT, Health, Languages), supervise instructors, and ensure curriculum implementation.
- **Tutors and Lecturers:** Deliver teaching sessions, assess student performance, and provide feedback and academic support.

Support Services:

- **Admissions & Enrolment Officer:** Handles student applications, document verification, and onboarding.
- **IT & Learning Resources Officer:** Maintains learning platforms, digital access, and provides technical support.
- **Student Support Officer:** Provides guidance, monitors progress and connects learners with additional resources.

5. REPORTING STRUCTURE

- Academic and support staff report to Faculty Leads or departmental supervisors.
- Faculty Leads and service managers' report to the Academic Director.
- All directors report to the **Director General**, who ensures strategic alignment and compliance.

6. ROLE DESCRIPTIONS

Director General:

- Holds overall responsibility for governance, strategy, compliance, and external representation.
- Chairs senior leadership meetings and approves major policy decisions.

Academic Director:

- Provides academic leadership and ensures programs meet international education standards.
- Supports teaching staff and manages curriculum development cycles.

Quality Assurance Manager:

- Implements quality systems, conducts audits, and monitors teaching standards.
- Coordinates internal verification and liaises with accrediting bodies.

Registrar:

- Manage student records, certification, and compliance with data protection laws.
- Oversees assessment logistics and timetables.

Finance & Operations Manager:

- Manages institutional budgeting, procurement, payroll, and facilities.
- Ensures safe and functional learning environments.

Faculty Leads:

- Allocate teaching responsibilities, coordinate moderation, and lead academic team meetings.
- Mentor tutors and contribute to curriculum development.

Tutors and Lecturers:

- Deliver teaching, plan sessions, assess learners, and provide developmental feedback.
- Participate in CPD (Continuous Professional Development) and quality improvement activities.

7. REVIEW PROCESS

- The organization chart and role descriptions are reviewed annually or when major structural changes occur.
- Updates are approved by the Director General and reflected in the Staff Handbook.

Approved by:

Director General, **Jubaiha Center, Jordan**

Date: 28 October 2025