

## MANAGER- QUALITY

### JOB SUMMARY:

The Manager – Quality provides leadership in the planning, control, maintenance, implementation, monitoring and review of the organization's Quality Management Systems (QMS) to ensure product and service excellence.

In keeping with the Institute's overall strategic agenda, work involves the development of organization-wide Quality guiding principles and policies that ensure strict adherence to measurable and verifiable systems for uniformity in output and results. Systematic reviews are conducted for effectiveness, through audits, feedback mechanisms, reviews and inspections, with corrective action being recommended. Coaching and training of staff in documentation of policies and procedures, recordkeeping, internal and external satisfaction measurement and analysis and continuous improvement are also relevant.

### KEY RESPONSIBILITIES:

- Develops and prepares an annual Quality Management Plan, strategies and budget consistent with the overall organizational strategic and business plan.
- Advises their immediate reporting officer on the Quality agenda and issues of the organization on a regular basis.
- Liaises with the executive management team and staff who are charged with leading the organization and who are assigned related projects, to ensure that there are enhanced capabilities to create a culture of continuous quality improvement.
- Advises and guides the executive management team and staff on Quality Management concepts, tools, and techniques to monitor, evaluate, and measure performance for continuous improvement.
- Independently conducts and facilitates regular reviews and audits, providing data metrics and analysis to ensure that quality standards are met in each area of the organization.
- Works closely with the teaching and learning aspects of the organization in support of student systems and progress.
- Ensures accurate and robust assessment processes are utilized throughout the organization
- Liaises with management and staff on the promotion of Quality Awareness and provides training where necessary.

- Ensures the development, implementation, and maintenance of standards in keeping with accreditation requirements.
- Ensures the development, implementation, and maintenance of standards in keeping with the tourism and hospitality industry and customer requirements.
- Measures the compliance and effectiveness of policies and procedures outlined in the Institute's Quality Management Policy.
- Assesses the status of the work processes within the organization; identifies gaps and provides corrective measures to treat those deficiencies to ensure product and service excellence.
- Assists management in the determination of corrective/preventive action for deficiencies in the QMS, including customer complaints.
- Assists in customer satisfaction management and in the development of cost-effective control systems to eliminate costs associated with poor Quality management.
- Liaises with the executive management team in the identification of training needs as they relate to Quality Management and assists with the organization's facilitation of such training.
- Ensures the development and implementation of procedures for job-related risk management.
- Any other job-related duties assigned by his/her immediate Supervisor/Manager duly authorized officer.

#### KEY TECHNICAL COMPETENCIES:

- Strategic Management and Budgetary Planning
- Requires a strong understanding of Quality Management concepts, tools, and techniques.
- Ability to analyze complex data and processes to identify areas for improvement.
- Quality reporting skills: Being analytical and data-driven
- Effective problem-solving skills to address deficiencies and implement continuous improvement initiatives.
- General Policy and Procedure Development, implementation and Review
- Communication and Active Listening: makes link between the employee,
- different stakeholders, at different levels of authority and influence.
- Relationship Management and Building Alliances
- Flexibility and ability to navigate any situation
- Commercial awareness: ability to understand how the business generates income
- Emotional intelligence
- Familiarity with Administrative tasks: correspondence, handling of employee

- records, and tools for tracking employee performance or engagement
- Customer focused acumen and orientation

#### **QUALIFICATIONS & EXPERIENCE:**

- Bachelor of Science degree in Business Administration or similar qualifications from a recognized tertiary institution with Quality Management certified courses
  - Training in Quality Management/Quality Assurance.
  - At least seven (7) years of experience in the development, implementation, and maintenance of Quality Management Systems.
  - Experience in conducting quality systems audits.
  - Overall proficiency in all areas related to the job
  - Experience in the Tourism and Hospitality industry would be an asset.
  - Experience in a training environment would be a definite asset.
- Experience of implementing quality assurance processes