1. Position Identification:

Position Title:	Position No:	Grade:
Senior Quality Assurance Officer	NMSA CSQA 003	15
Incumbent:		
Division:	**Department**:	**Section**:
Corporate Services	Corporate Strategy & Quality Assurance	
Immediate Supervisor:	**Highest Subordinate/s:**	**Position No.**
Manager CSQA 001	Quality Assurance Officers	CSQA 004 & 006
Location: Port Moresby		

History of Position		
	DATE OF VARIATION	DETAILS
Vacant until 2017	Nil	Occupied in 2017

2. Position Purpose:

The position of Senior Quality Assurance Officer will support the Manager Corporate Strategy Quality Assurance (CSQA) alongside the Senior Corporate Strategy Officer (SCSO) in the management of data collection, analysis, and training activities to ensure accountability and efficiency of all departments and projects under National Maritime Safety Authority, NMSA are maintained.

➢ The position is responsible for the ongoing improvement and effectiveness of systems, processes and procedures within NMSA in a planned and coordinated manner.

➢ Monitor and report on the effectiveness of the Quality Management Systems (QMS) of NMSA as reflected under the ISO 9001 2015.

➢ Prepare quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.

➢ Prepare schedule for internal and independent external audit of the QMS

➢ Provide Audit reports for Management

➢ Maintain effective liaison with all Divisional heads and Managers.

➢ Maintain effective quality control on all Documentation especially the Quality Manual; the Quality Standard Procedures and Standard Operating Procedures.

➢ Ensure the document control procedures are complied with.

➢ Endure document security is set up and maintained to prevent unauthorized access or changes to the MASTER COPY of these documents which will be password protected.

3. Dimension:

Staff: 1
Budget: CSQA Department Annual budget
Equipment: Desk space, computer / laptop,

4. Nature and Scope:

- **Reporting Relationships**

  This position reports internally to Manager Corporate Strategy & Quality Assurance.

- **Work Environment**

  Located at the NMSA Head Office, Port Moresby

- **Constraints, Framework and Boundaries**
  Work within the framework of revising and improving systems and processes.
  Aligning corporate objectives to annual work plans.

- **Challenges**
  - Staff of respective departments having the capacity to provide quality reporting;
  - The QMS is well understood and institutionalised by managers and staff of NMSA;
  - The M&E system is effectively maintained throughout.

- **Working Relationships**

  Internal
  - Manager CSQA and staff
  - Other NMSA department staff

  External
  - Department of Transport
  - PNG Ports Corporation Limited
  - Department of PM& NEC

- **Skills, Knowledge, Qualifications, Experience**

  Skills
  - Good level of proficiency in Windows Excel and Qualitative Analysis
  - Advance Computer skills
  - Ability to design M&E tools, surveys, surveillance systems, and evaluations.
  - Demonstrated ability to train and build capacity of others.
  - Experience in a non-governmental organisation or Development Partner, e.g. UN.
  - Good command of English
  - Strong interpersonal skills
  - Effective communication skills
  - Good level of analytical skills
  - Good report writing skills
  - Ability to innovative ideas for improvement

  Knowledge
  - NMSA Act 2003
  - National Transport Strategy
  - Medium Term Transport Plan
  - PNG Merchant Shipping Act
  - Maritime Safety Standards
  - NMSA Procedures Manual
  - Standard Operating Procedure & Quality Audit

Qualifications
- Bachelor's Degree in Policy & Management with experience in Project Management, Finance or other relevant academic background (essential).

Experience
Desirable experience includes:
- Three (3) to five (5) years of experience in a Monitoring and Evaluation role or similar.
- Capacity to produce high-quality briefs and reports
- Strategic Planning experience
- Systems improvement and Audit
- Data analysis experience
- Excellent Report Writing skills & presentations

5. **Principal Accountabilities and Service Standards**

i. **Program/Project Management Support**
- Support all M&E initiatives for assigned tasks including monitoring data quality, tracking progress of activities, establishing data trends, contributing to staff capacity building initiatives as necessary.

ii. **System Development**
- Support Manager CSQA and SCSO in the establishment of the Quality Management System of NMSA.
- Support Manager CSQA in defining and implementing the key performance indicators (KPI) including monitoring for the duration of the project.
- Assist Manager CSQA in recommending strategies to support data management and department needs.
- Manage and report on the implementation of Board decisions in consultation with respective managers.

iii. **Data Management**
- Keep abreast of development issues in the maritime industry and government affairs that are directly or indirectly have an impact in the mandate of NMSA.
- Recommend tools and strategies to address issues that may impact the performance of NMSA.
- Suggest ways to facilitate data collection and the flow of data within department teams.
- Identify strengths and weaknesses in existing data collection and management systems and propose solutions along with Manager CSQA.

iv. **Communication and Reporting**
- Support Manager CSQA and SCSO in reviewing department reports to ensure high quality reports are submitted on time for the Annual Report.
- Assist in Program Development/{Project Management in establishing log frames, M&E Work Plans, and targets during the drafting of work plans, budgets, and schedules as well as throughout implementation phase.
- Review and analyse monthly reports with the Manager CSQA to identify the causes of potential bottlenecks in project implementation to enhance quality reporting.
- Ensure the QMS is managed, audited for improvement in the services provided by NMSA
- Prepare Audit Schedule and Reporting to Manager CSQA
- Effective Liaison internally and externally to improve the system.