



## Job Description – Quality Systems Manager

SECTION 1 – TITLE & REPORT STRUCTURE	
<b>Title:</b>	<b>Quality Systems Manager</b>
<b>Reports to:</b>	Director
<b>Supervises:</b>	-
<b>Internal contact:</b>	All Staff
<b>External contact:</b>	Local, regional and international agencies and the general public

## SECTION 2 - MAIN DUTIES & RESPONSIBILITIES

1. Development and implementation of the various Quality Management Systems under the portfolio of the GDBS.
2. Implementation and maintenance of GDBS Document Control policies and procedures
3. Leading, planning, and conducting internal and external audits, as well as managing corrective/preventive actions (CAPA) arising from findings.
4. Planning and conducting Management Review Meetings and generation of minutes as well as managing of related actions arising.
5. Reviewing quality reports or other documentation generated from internal and external audits, assessments and customer complaints;
6. Maintaining QMS policies, procedures, and documentation to ensure compliance with applicable standards.
7. Performing compliance and regulatory oversight by ensuring services and processes adhere to applicable laws and regulations.
8. Monitoring quality objectives and KPIs, risks and opportunities and driving improvements to enhance operational efficiency and quality of service across all divisions.
9. Monitoring performance of the Management Systems by gathering relevant data and generation of reports for presentation to Management as well as recommending suggestions for changes and improvements and how to implement them;
10. Planning and conducting training of staff in policies and procedures for the continued effectiveness of the various Quality Management Systems.



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11. Using relevant quality tools and ensuring staff understand how to improve the effectiveness of the Management Systems;
12. Represent the GDBS at national, regional and international forums, meetings and activities
13. Promotion of quality awareness throughout the organization;
14. Adherence to the procedures and policies of the GDBS
15. Any other related duties that may be assigned from time to time

### SECTION 3 - SPECIAL CONDITIONS

1. Provided with suitable office accommodation and institutional support through established policy guidelines and access to relative information and resources;
2. Expected to keep confidential all information acquired through the course of one's duties;
3. Expected to take advantage of specialized training and work experiences provided by the Bureau;
4. Subject to policies, general conditions and systems operating or introduced from time to time applicable to staff;
5. Required to work extended hours as the job dictates;
6. Expected to be knowledgeable and committed to the mission of the Bureau.

### SECTION 4 - STANDARDS

Performance will be evaluated on the following:

1. Adherence to administrative policies and operating procedures;
2. Timely completion of assigned tasks and deadlines met;
3. Accuracy and quality of information prepared;
4. Achievement of objectives set by Management.



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### SECTION 5 - SKILLS, KNOWLEDGE AND ABILITIES

1. Should possess leadership qualities and should be capable of taking initiatives;
2. Ability to work with other members of staff to ensure compliance with the Bureau's policies and procedures;
3. Should be self-motivated, committed and possess good communication skills as well as the ability to motivate personnel.

### SECTION 6 - QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Engineering, Science, or Quality Management, plus a minimum of four (4) years working experience in quality control or assurance or specialized experience in regulated environments;
- Must have in-depth knowledge of ISO management standards or willingness to undergo training.

### SECTION 7 – Key Performance Indicators

**TO BE ESTABLISHED**