

Quality Assurance Officer

Job Summary: The Quality Assurance Officer is responsible for ensuring that products and services meet the established standards set by the Head of Investigation and Compliance of The incumbent shall maintain strong overall quality control of products established by the Ministry by adhering to reliability, cost of services, performance and customer expectation. Inspection of investigative systems, products and services are important components of the job. The Quality Assurance Officer has an obligation to report and document findings that affect the effective delivery of systems for transparent and fair investigations of the operations He/she as Quality professionals must operate in a managerial role and direct the organisation's systems and policies to ensure compliance with overall legal and social services policies to ensure the dignity of vulnerable clients. The Quality Assurance Officer is positioned in the organisation to review systems, practices and policies and to ensure that all staff operate and manage the Unit consistent with and aligned to legal regulations and guidelines for providing services to the public with best practices value for expenditure.

Reports to: The Head of the Compliance Unit.

Key Responsibilities and Duties: The Quality Assurance Officer

- Establishes a Quality System for the ICU Staff to implement Operational Plans,
- Reviews and approves templates for surveys, methodologies for quantitative and qualitative data from interviews and investigations to support the ICU Work plan
- Implements a Strategic Quality Assurance Assessment of the Management and Operations of the ICU
- Assists in the development of Quality Improvement Tools for Operations to facilitate the achievement of objectives and goals of the Strategic Plan of the ICU.
- Liaises with the Head of the Compliance Unit to monitor policies and procedures to prevent breaches.
- Liaises with the Legal Team to enforce compliance and prevent legal breaches.
- Prepares reports for the Head of the ICU in matters and presents at meetings which require a high degree of factual exchange and shall perform related duties as required.

Responsibilities for Quality Assurance

- Create quality measurements to track improvement in products
- Execute quality improvement testing and activities
- Develop quality assurance standards and company processes
- Adhere to social services quality and safety standards for staff and clients
- Ensure products meet customer expectations and demand
- Create reports documenting errors and issues which require upgrade or solutions
- Work closely with the development team to improve existing products
- Maintain standards for reliability and performance of production

Skills, Competencies and Experience

- An ability to understand, interpret, and communicate with data to produce quality products
- Project management skills to ensure quality and alignment by continuous progress reports
- Experience in implementing quality assurance processes and protocols
- A rudimentary understanding of the technical processes of the organization, to help determine whether or not a product is up to standard.
- Skills in human literacy to determine the impact of a product on the clients to whom services are delivered
- An ability to transform data into actionable information and intervention from trends
- A working knowledge of and research skills in the use emerging technologies to advance the quality of the process of product excellence.

Qualifications:

- Degree in Quality, Social Sciences,
- Certification in Risk Management, Accounting and Quality Systems
- Product and Systems Testing to offer Assurance of Services and Customer Satisfaction
- IT Systems Certification in Quality Management and Strategic Intervention.

