





Job Title	Quality Assurance Officer	Duty Station	Kampala, Uganda
Employment type	Full time	Role balance guide	People: 40% Operations: 20% Technical: 40%
Role Purpose	You will support and work under the supervision and guidance of the quality assurance manager to ensure consistent quality of Uganda Driving Licence system (UDLS) project production processes by developing, implementing, monitoring, evaluating and ensuring adherence to standard operating procedures.		
Reports To	Quality Assurance and Improvement Manager	Supervises	None
Key External Relationships	<ul style="list-style-type: none"> As delegated by the Supervisor 		

Core Accountabilities	
<ol style="list-style-type: none"> Support the quality assurance manager to ensure the development of fit for purpose QA policies and procedures and monitor implementation and effectiveness of same Ensure the administration, accurate and appropriate recording and storage of QA records and associated documentation. Assist the quality assurance Manager in providing ongoing training, motivation, coaching, support and correcting to employees to ensure that quality standards are met Collect and compile statistical quality data, keeping accurate record of all approved licences Document and report quality issues to management and other departments in the production process. This will involve preparing quality documentation and reports by collecting, analysing and summarizing information and trends including failed processes, recalls, corrective actions, and re-validations. Manage the process of ensuring the accuracy of validation information received Undertake an annual audit and reconciliation of the quality of licences issued Act as a point of contact and communication conduit with validation officers as required Maintain detailed records of quality assurance issues highlighting any production issues and devise improved processes and procedures. Validate quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures. Ensure extensive quality testing of the licences produced before they are released to clients. Undertake regular market survey and interaction with key stakeholders to identify licence counterfeiting and inform management 	
Team Contribution <ol style="list-style-type: none"> Constructively contribute and collaborate with all colleagues Delivery high quality outputs Demonstrate compliance with all legislation and UDLS project policies and procedures 	
Values and Behaviour <ol style="list-style-type: none"> Promote and role model appropriate behaviour to support UDLS project culture, performance and brand Actively demonstrate the project values of: <ul style="list-style-type: none">  Integrity: We stand up for what is right  Collaboration: We are stronger together  Empowerment: We make a difference  Action: We focus on results 	

Health, Safety and Wellbeing

- 1) Adhere to all health and safety policies and procedures of UDLS project and take all reasonable care that your actions or omissions do not impact on the health and safety of others in UDLS project.
- 2) Identify, assess, prioritise and control risks arising from project operations in relation to the impact on the health and safety of all staff, contractors and visitors.
- 3) Ensure that the work environment is safe and any health safety risks are documented and followed by all project staff through appropriate training, supervision and monitoring.
- 4) Ensure that the work for which project staff are responsible for is carried out in ways, which safeguard the health and safety of staff and clients.

Confidentiality

This position requires the highest level of confidentiality hence you will be required to sign a confidentiality and non-disclosure agreement.

This job description defines the broad responsibilities of this position. Please refer to project work plans for more specific details of performance goal, objectives, targets and indicators.

Person Specification		
Qualifications & Experience	Essential: <ul style="list-style-type: none"> • Bachelor's Degree in Statistics or a related field • Solid foundation in quality assurance • Extensive knowledge of process improvement and enhancement • Understanding of lot quality assurance (LQAS) methodology 	Desirable: <ul style="list-style-type: none"> • Ability to analyse data and create and review processes. • Good understanding of data management • Familiarity with QQI requirements in a regulatory environment
Skills & Attributes	Skills: <ul style="list-style-type: none"> • Organization skills – this role requires a high degree of organization to successfully direct and oversee all quality assurance procedures and coordinate production processes • effective leadership, coordination, and motivation skills are vital • Good analytical and problem solving skills. • Confidence • Excellent technical skills • Planning and organisation skills • Effective verbal and written communication and interpersonal skills • Problem-solving skills • Team working skills Attributes <ul style="list-style-type: none"> • Flexibility and adaptability in responding to a change, including comfort with ambiguity and change to succeed within the evolving and sometimes demanding culture of an organization. • An energetic self-starter with the ability to work effectively in a culturally diverse, busy and evolving team. • High degree of professionalism. • Analytical • Attention to Detail • Thoroughness • Dealing with Complexity 	

Other

Essential:

- Preparedness to undergo a police check
- Availability to travel domestically if required
- Ability to work flexible hours.