



## JOB DESCRIPTION

- **Position Information**

**Job Title:** Quality Assurance Advisor

**Division:** General Manager's Office

**Duty Station:** Apia, Samoa

**Reports to:** General Manager

**Current Grade:** ML-1 Gr 1

**Position No.** SSS - 4

**Salary Rate:** \$44,249.17

- **Context**

Samoa Shipping Services ("SSS") was incorporated in June 1978 and fully owned by the Government of Samoa.

SSS provides the best services through the provision of Samoan crew to employ on international ships, handle sea and air freights and deliver agency services for international ships visiting Apia.

At broader level, SSS contributes to employment opportunities, mainly for Samoa's unemployed youths, and access to competitive shipping services, which is vital for Samoa's trade dependent economy.

SSS is mandated under the Shipping Act 1998 and Samoa Companies Act 2001 and further governed by the Public Bodies (Performance and Accountability) Act 2011, Public Finance Management Act 2001, shipping, maritime and labour laws, as well as the Government of Samoa's overall policy directives.

The Quality Assurance Advisor is responsible for the effective and efficient performance of functions and services of the SSS. She/He contributes to the achievement of the SSS's objectives and targets through ensuring the effective and efficient performance of the following duties and responsibilities:

### **III Duties and Responsibilities**

- 1) Ensuring that the quality policies and procedures are established, implemented and maintained in accordance with the requirements of the ISO 9001 standard.
- 2) Conduct regular management review meetings and workplace monitoring to ensure compliance with the management systems processes
- 3) Conduct operations quality assessment and report to management on the performance of the

- quality management system, including recommendations for improvement
- 4) Assist in identifying, contextualizing and developing appropriate policy frameworks that will underpin key areas of policy work, analysis and development
  - 5) Develop relevant and effective tools, templates and/or framework for collection, compilation and analysis of qualitative and quantitative data and information to inform the development of high quality and evidenced-based policy
  - 6) Lead the review and development of existing and/or new Company's Corporate Plan, Capability Plan and Annual Plan
  - 7) Prepare and draft policy documents, reports, plans, cabinet papers, guidelines and ad-hoc advice
  - 8) Lead and manage policy and planning development activities using agreed plans to ensure smooth and timely progress and to ensure efficient utilization of resources
  - 9) Lead and undertake research and analysis on a variety of issues and topics pertaining to Human Resource Management to inform the development of high quality and evidence based policy
  - 10) Ensure development and dissemination of the company's quality development support materials including, brochures, and pamphlets, newsletters and media communications.
  - 11) Other duties as directed by Management

#### **IV. Key Performance Indicators**

- Timely and quality implementation of SSS activities against set work plan, timeliness and budgets, in line with the company's corporate plan, policies and procedures
- Effective recourse management and resource mobilization
- Quality and timely reporting
- Strong relations with internal staff, partners and stakeholders
- Regular and timely monitoring of activities
- Enhanced best practices and lessons learned documented and circulated
- Evidence of continuous improvement in the company's performance

#### **V. Competencies**

##### **Core Values:**

- Integrity
- Professionalism
- Respect for Diversity

##### **Core Competencies:**

- Accountability
- Creative and Problem Solving
- Customer Focused
- Effective Communication

- Promote efficient and effective services
- Inclusive Collaboration
- Stakeholder Engagement and Relationship building
- Business Development
- Team Work and Ability to work independently

**Functional Competencies:**

- Team Work and ability to work independently
- Good Budget and finance skills
- Good knowledge of Results based Management
- Ability to gather and interpret data, reach logical conclusions and present findings/recommendations
- Capacity to manage priorities
- Strong organization skills
- Good analytical skills in systems and information management
- Attention to critical strategic issues and important operational skills

**VI. Recruitment Qualification**

<b>Education</b>	<ul style="list-style-type: none"> <li>• A minimum of a Bachelor’s Degree in Business Administration, Management, Business Economic, Public Policy or any relevant discipline from a recognized Institution.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least a minimum of 5 years’ experience in Research Policy and Planning Development</li> <li>• Good knowledge of business practices, strategic planning principles and analysis</li> <li>• Good knowledge of the maritime and shipping industry</li> <li>• Excellent report writing and advanced knowledge of computer office software packages (MS Word, Excel, etc) and handling of web based systems</li> <li>• Understanding of the relevant maritime and shipping’s governing laws as well as other governing legislation of company.</li> <li>• Understanding of International Standard</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• <b>Communication</b> - Excellent oral and written communication skills (English and Samoan).</li> <li>• <b>Strategic Thinking</b> – Understanding the organization and its direction,</li> </ul>

	<p>possess a positive attitude towards change and meeting strict timelines and targets.</p> <ul style="list-style-type: none"> <li>• <b>Critical Thinking</b>, excellent understanding of work ethics, values and priorities within the workplace.</li> <li>• <b>Building and Sustaining Relationship</b> – Commits to client service, Foster teamwork through sharing of information with clients and key shareholders</li> <li>• <b>Planning &amp; Organisational</b> – Plans, organizes, prioritize tasks and meet deadlines.</li> <li>• <b>Effective and sound time management</b> skills. Ensure documentations and records are up to date and complete, meeting auditing standards</li> </ul>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• <b>Commitment &amp; Personal Drive</b> – Pursues work with energy and drive. Consistently meets goals, and pushes results.</li> <li>• <b>Customer focus and Team Work</b> – Response to the needs of internal and external customers and takes responsibility for ensuring follow up actions in a professional manner. Identify better ways of doing things to provide continuously improving customer service</li> <li>• <b>Team Player</b> - Be able to work well with the team to achieve SSS goals. Deals with people in an honest and straight forward manner</li> <li>• <b>Organisation Values</b> – Understand and Role model the Organisation values</li> </ul>