

JOB PURPOSE & SPECIFIC RESPONSIBILITIES

SAFETY:

- Demonstrate an excellent behavior and attitude to follow regulatory practices, rules regulations and instructions. Recognizes and promotes hazard reporting system and ensure effective reporting
- Model and promote organizational culture that fosters safety practices through effective leadership
- Assist in continuous improvement of hazard identification and safety risk assessment schemes and organizer's SMS
- Act as an information conduit to bring safety issues to the attention of VP Safety and to deliver safety information to the organization's staff, contractors and stakeholders
- Build and maintain an excellent working relationship with organization and distribute safety related information to staff
- Formulate and recommend new policies
- Conduct periodical safety checks/audits and initiate action
- Analyze technical data for trends related to hazards, events and occurrences, and provide feedback
- Liaise with external agencies to obtain latest information
- Follow up all operational incidents
- Prepare duty roster and assign resources

QUALITY

- Manage the department performance from a purely Operational aspect.
- Lead, manage and recommend feasible options to reporting manager to ensure that the services provided are consistent , fit for purpose and meet both external and internal requirements; this would include both legal compliance and customer expectations
- Maintain a set of AISATS data archives.
- Responsible for every aspect of the QMS/QC function from Audit Planning, Conduct of Audits, & Implementation, Corrective Action & Closure, Monitoring & Verification, Feedback/follow up and re audit where necessary
- Converts data collected during internal audits into information and provide necessary statistics to Senior Management for Management Review.
- Responsible for strategizing and defining the Internal Audit Plan and review the implementation of the Annual Plan across the company while streamlining the Audits to minimize disruptions/duplications on operations.
- Assist the BU Head to implement the Quality Policy, Quality Manual and measureable Quality Targets in accordance to ISO 9001:2015 that is appropriate to AISATS goals and supports strategies devised by the senior management to achieve those policies.

- Implement and maintain the processes needed for seamless QMS functioning.
- Monitor measure and analyze the QMS within the organization and make continuous improvements to suit AISATS operations and changing environment/policies.
- Initiate and implement process/certification projects involving continual improvement and best industry standards.
- Ensure implementation of an effective system of document and record controls.
- Ensure development of a system of identification and traceability of process and records.
- Implement the internal audit program to verify that the QMS conforms to planned arrangements.
- Coordinates audit follow-up and closure activities, to see that recommendations have been implemented or otherwise resolved.
- Perform Internal Audits at other stations as and when asked to.
- Analysis of the data collected on the effectiveness of the QMS and evaluate where the continuous improvement of the QMS can be made.
- Manage the Quality Management team in carrying out routine activities and persuading reluctant employees within AISATS to change their way of working to incorporate quality methods.
- Ensure that Quality Control mechanism is in place such that operation functions have an active process of conducting self-audits to ensure compliance/conformity to various standards.
- Overlooks the Safety Audits performed at the station and ensures that the Safety function is performing as required.
- Ensure the protection of data archives and the integrity, security, confidentiality and privacy of data, information and knowledge of AISATS.
- Support Senior Management- AISATS, in ensuring smooth functioning of the internal Audit department and document the Internal Audit monthly report for providing an update to the AISATS Senior management on Internal Audit activities and challenges.
- Responsible for managerial review and approval of the audit report, Discusses audit results with management to ensure recommendations are understood, accepted and appropriate corrective action is proposed. Assures that appropriate auditee responses to the audit report are received.
- Developing programs to support the effective implementation of QMS as stated in the Quality Manual and Process Manual.
- Translate documented requirements into functional specifications.
- Perform any other functions as required by the BU Head
- Responsible and accountable for overall quality, safety and security of operations

EDUCATIONAL QUALIFICATIONS

Bachelor's/University Degree with minimum 10 years of working experience of which at least 02 years in a managerial/supervisory capacity in the Aviation Industry. Preferably a Certified Internal Auditor with an in-depth knowledge of the auditing field.

RELEVANT EXPERIENCE

Manager- Safety & QMS should possess the following experiences:

- Have demonstrated ability in preparing management report and data analysis
- Good communicator with ability to relate to all levels of staff
- Should have experience in Hazard Analysis, Risk Assessment and Change Management process.
- Have extensive experience across all areas of operations namely Passenger Services, Flight Operations, Baggage and Ramp
- Have demonstrated ability in negotiations as well as presentations, budget preparations and execution
- Have the appropriate skill set to set and manage priorities at senior management level

PERSONAL CHARACTERISTICS & BEHAVIOURS

For a successful role as Manager- Safety & QMS, he/she should have the following traits:

- Capable to investigate, resolve and produce desired results to management
- Have good leadership qualities
- Good team player with good leadership qualities to lead team(s) successfully
- Ability to think logically, in addition to making quick decisions based on available facts
- Proven ability to lead, mentor young and dynamic group of talent
- Ability to work in teams while displaying a high degree of motivation, enthusiasm and commitment
- Have management and leadership skills
- Effective communication skills and leadership traits to relate to all levels of employees and handling cross sectional teams
- Comprehend and translate complex data and its relationship to trends and observations
- Responsible and accountable for overall Quality, Safety and Security of operations.

Reporting Officer	
Signature of the Employee/Date	