



VACANCY

QUALITY ASSURANCE AND TRAINING OFFICER

Vodafone Vanuatu is seeking a Quality Assurance and Training Officer to be based in Port Vila.

Missions

The Quality Assurance and Training Officer (QATO) is responsible for fostering and sustaining a culture of quality throughout the organization by ensuring compliance with quality requirements and standards, developing and delivering training programs on quality concepts and practices, and collaborating closely with other departments to identify and resolve potential quality issues.

Quality Assurance

- Promote profile of quality concepts throughout the business.
- Assist Audit ISO 9001:2015 compliance and coordinate internal and external ISO audits.
- Facilitate quality procedures review and updating.
- Facilitate risks identification and mitigation processes.
- Assist Managers in generating business continuity procedures.
- Monitor QA issues and ensure follow up.
- Ensure compliance with, and integration of, quality standards across the business.

Training and Development

- Develop and deliver training programs that meet the needs of employees, assessed through employee surveys and interviews.
- Facilitate group discussions and activities to promote learning and engagement.
- Provide feedback to employees on their performance to help them improve.
- Induct new employees into the principles and practices of QA, Vodafone Way
- Organise and conduct Quality Management related training.
- Promote Vodafone Way principles and practices to the workforce.
- Conduct ad hoc trainings as needed, and delegate them to other trainers when appropriate.

Other Responsibilities

- Observe, analyze, and provide constructive feedback.
- Conduct and analyze training needs assessments (TNAs) and develop quarterly/annual training plans.
- Provide feedback to section managers on training and coaching requirements for their employees.
- Develop and submit external training budget estimates for management approval and incorporation into the company's annual budget.
- Build and develop strong interpersonal relationships with the team to cohesively bond them together with the company and integrate them with its vision and core values.
- Embody the spirit of excellence through team building, leadership, and sound people management skills.
- Identify areas of development and underperformance and take corrective actions.
- Foster the development of the team by motivating them and ensuring career advancement.
- Determine and identify individual training needs.
- Support performance management systems to enhance the company's people performance.
- Prepare and analyze internal and external quality reports.
- Manage QA performance reviews and comments.

Competences:

1. Knowledge

- Bachelor's degree in a relevant field, such as quality assurance, training and development, or a related technical field.
- 3-5 years of experience in quality assurance and training, preferably in a supervisory or management role.
- Must be computer literate.
- Strong attention to detail, observation, organizational, and leadership skills.
- Good knowledge on Microsoft power point or others for the training session
- Ability to implement and maintain quality control procedures.
- Ability to motivate people to ensure quality guidelines are being followed.
- Professional and mature approach at all times.

2. Skills

- Fluent English/ French and Bislama.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.

3. Personal characteristics

- Take initiative to do things.
- Honest and Reliable.
- Ability to work under pressure.
- Ability to anticipate.
- Ability to work without supervision.

Interested applicants for the above position may send in their application and CV addressed to HR Department, P.O. Box 146, Port Vila, or christina.meltetake@vodafone.com.vu before on **Friday 01ST December, 2023**.