

Quality Assurance Manager (100%)

Humanitarian Quality Assurance Initiative (HQAI)

Location: Geneva, Switzerland

Duration: Permanent contract - 100%

Start date: 1st March 2023

Background

HQAI is an independent auditor for the humanitarian and development sector. The standard we use is the Core Humanitarian Standard (CHS) on Quality and Accountability. HQAI verifies that organisations correctly apply the standard from the head office to the field. HQAI responds to growing demands from NGOs, governments, donors and the public for a professional, objective and independent assurance that organisations supporting vulnerable and at-risk communities act in accordance with the CHS. HQAI is a not-for-profit organisation registered as a Swiss association.

Working environment

From HQAI Secretariat based in Geneva, a small and dedicated team manages the organisations' activities. The Quality Assurance Manager will experience a dynamic working environment oriented towards innovation. This job opening is a unique opportunity to be involved in a cutting-edge initiative, work towards quality and accountability and contribute to advance HQAI's impact in the humanitarian and development sector.

Tasks & Responsibilities

Maintenance and development of HQAI quality assurance schemes

Ensure that HQAI quality assurance processes are delivered in accordance with HQAI's accreditation requirements under the relevant ISO Standards.

Ensure ongoing review, streamlining and improvement of the systems and procedures of the schemes managed by HQAI.

Coordinate the accreditation and internal audits of HQAI and ensure improvement work plans are implemented.

Delivery of audits according to policies, procedures and projections

Ensure HQAI's operations are efficient, and follow prevailing legal and accreditation requirements.

Ensure audits follow all relevant policies and procedures.

Supervise the annual audit planning and ensure timely and coordinated communication with audited partners and auditors.

Control the quality of audits and second the Executive Director (ED) in decision-making related to audits.

Establish and implement relevant internal quality controls for audits, including onsite monitoring, regular auditors' performance assessments and monitoring of audited partners feedback.

Establish and implement relevant staff safety and security processes and controls, and enforce their implementation in coordination with HQAI Head of Support services and HQAI ED.

Establish and implement relevant data security processes and controls, and enforce their implementation, in particular in relation to the management of audit and auditors data.

Retention and development of the pool of audited partners

Maintain close dialogue with senior management teams of audited partners to ensure buy-in and continuous engagement with HQAI services.

Ensure the development, management and servicing of a diverse base of organisations using HQAI services and contributes to continuous growth of the pool of audited partners.

Management of the QA team

Manage HQAI quality assurance team so that it delivers against agreed-upon strategy, plans and budget.

Ensure in-house auditors and other collaborators of the QA team, have regularly updated work objectives.

Management , retention and development of the pool of registered auditors

Lead and manage HQAI pool of auditors so that they deliver timely, effective and quality audits.

Ensure continuous feedback to auditors on their performance, through relevant appraisal and feedback processes.

Budget, capacity assessment

Establish and periodically maintain informed projections of the number of audits.

Develop the yearly budget for the QA Team, in line with HQAI's strategy and capacity assessments.

Qualifications

Professional knowledge and experience

- i. At least 7 years experience in the domain of third-party conformity assessment and ethical standards systems;
- ii. Experience in managing conformity assessments or quality assurance processes, preferably within an ISO environment;
- iii. Master degree level in a relevant subject;
- iv. Be registered as an HQAI auditor

Note: if this not the case at the time of employment, the QA Manager shall follow the relevant training to fulfil this requirement within 12 months of employment.

Competencies

- i. Excellent leadership and management skills;
- ii. Innovation and creativity;
- iii. Good writing skills; fluent in written and spoken English and ideally other UN languages
- iv. Ability to work in partnership, collaborate, negotiate and build consensus;
- v. Excellent motivational, intern personal and team work skills;
- vi. Excellent analytical and problem solving skills with attention to details;
- vii. Experience in dealing with different cultures.

Application

Interested candidates should submit their application file (in English) by email to:
recruitment@hqai.org

Please email your CV, a cover letter, the names of two references, and **mention the job opening title in the subject line**. References will not be contacted before the end of the selection process. Please note that applications from EU and non-EU citizens will only be considered if a copy of a valid Swiss work permit is sent with the application. **Deadline for applications: November 27th, 2022.**

Please note that HQAI practice a reference check through the Misconduct Nondisclosure Scheme (MDS) for all new employees. By applying to the opening position inside HQAI, you agree in advance to this reference check. For more information on MDS <https://misconduct-disclosure-scheme.org>

Due to the expected high volume of applications, only shortlisted candidates will be contacted. If you don't get any return from HQAI within six weeks after closing date, please consider that you have not been selected.