



# VACANCY

## HEAD: QUALITY ASSURANCE AND OPERATIONAL EXCELLENCE

(Windhoek, Namibia)

### ABOUT THE NCRST:

The National Commission on Research, Science and Technology (NCRST) is a State-Owned Enterprise established in terms of section 4 of the Research, Science and Technology Act, 2004 (Act no. 23 of 2004) with a primary role of promotion, coordination and development of research, science, technology and innovation in Namibia.

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The NCRST hereby invites applications from suitably qualified individuals to apply for the following position:

**POSITION: HEAD: QUALITY ASSURANCE AND OPERATIONAL EXCELLENCE, GRADE: D2**

### JOB PURPOSE:

To lead and enhance the organization's strategic management initiatives, project and program coordination, and quality assurance practices by designing and implementing robust systems and processes that align with ISO 9001 standards, organisational goals, and global best practices.

### KEY PERFORMANCE AREAS:

#### **KPA 1 Strategic Management Systems Development and Implementation**

- Design, implement, and continuously improve Quality Management System (QMS) policies and procedures to ensure ISO 9001 compliance.
- Develop and oversee corporate policies and processes.
- Lead cross-functional teams in the development and review of organisational policies and procedures.
- Coordinate and oversee internal and external quality management system reviews.
- Conduct training and information sharing activities on the above matters.
- Ensure training/introduction of system documents prior to implementation.
- Ensure timely revision and updating of quality management system

procedures.

### **KPA 2: Mapping and Engineering of organisational business processes**

- Coordinate the Mapping and Engineering of organisational business processes.
- Coordinate business process re-engineering activities.
- Facilitate training sessions to empower teams with skills in business process optimisation

### **KPA 3: Coordinate internal and external quality management system reviews**

- Develop and implement a structured and effective quality framework.
- Coordinate and chair management system review meetings.
- Prepare detailed management review reports for executive decision-making.
- Act as the primary liaison with certification bodies and regulatory authorities.
- Champion the adoption of industry best practices across the organisation.

### **KPA 4: Project Management implementation program [PMIP]**

- Oversee the implementation of the organisation's Project Management Implementation Program (PMIP).
- Act as the management representative for PMIP initiatives.
- Conduct training and provide strategic direction on project management practices.
- Monitor project timelines, milestones, and deliverables to ensure alignment with organizational objectives.

### **KPA 5: Monitoring and Evaluation of organisational performance**

- Coordinate the monitoring and evaluation of organisational performance.
- Coordinate the review and implementation of the Strategic Plan.
- Conduct training and information sharing activities on performance monitoring and evaluation.

### **KPA 6: Divisional Staff Management**

- Assist Divisional staff in setting performance agreements.
- Review performance of staff, provide positive feedback and guide rectifying behaviour as necessary.
- In addition to Performance Management (PM) reviews, regularly discuss work plans and assess progress reports.
- Assist each staff member in compiling a Personal Development Plan [PDP] and ensure on the job coaching or other appropriate training interventions.
- Ensure on-going and effective communication with staff.

## **MINIMUM EDUCATIONAL QUALIFICATIONS AND EXPERIENCE:**

- B. Degree in Science, Industrial Engineering, Quality Management or a related field.
- A Masters will be an added advantage.
- Six (6) years relevant working experience in strategic management practices or quality management systems implementation of which at least three (3) years should have been in managerial capacity.

## **SKILLS AND ATTRIBUTES REQUIRED:**

Highly analytical with good communication skills (able to get concepts and requirements across to others). Understanding and implementing of ISO 9001 or related management systems.

## **PERSONALITY TRAITS REQUIRED:**

Assertiveness, honesty, integrity, reliability, confidentiality, impartiality, confidence, ability to work effectively under pressure.

## **CONDITIONS OF EMPLOYMENT:**

- This is a five (5) years contract renewable.
- NCRST is an equal-opportunity employer.

## **Applications:**

- All applications must be accompanied by a comprehensive Curriculum Vitae, with certified ID and supporting documents. Applications can be submitted as follows:
  - Via email to: **recruitment@ncrst.na**
  - Please note that only shortlisted candidates will be contacted.

## **Applications and inquiries may be directed to:**

**The Human Resources & Organisational Development Office**  
**Tel: +264 (61) 431 7052**

## **CLOSING DATE OF APPLICATIONS:**

07 February 2025

Previously disadvantaged candidates are strongly encouraged to apply.