

# QUALITY ASSURANCE AND COMPLIANCE MANAGER

## Job Advertisement

<b>Reporting To:</b>	Executive Director: Administration, Finance, and Innovation	
<b>Division:</b>	Administration, Finance, and Innovation	
<b>Grade Level:</b>	10.1	
<b>Remuneration:</b>	\$91,823.00	
<b>Special Requirements:</b>		
<b>Employment Type:</b> <input checked="" type="checkbox"/> Continuous Employment <input type="checkbox"/> Fixed Term Contract <input type="checkbox"/> Independent Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Intern	<b>Hours:</b> <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Part-Time Shift <input type="checkbox"/> Casual/Flexible	<b>Location:</b> <input checked="" type="checkbox"/> All Islands <input type="checkbox"/> Providenciales <input type="checkbox"/> Grand Turk <input type="checkbox"/> Salt Cay <input type="checkbox"/> North and Middle Caicos <input type="checkbox"/> South Caicos

### About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority ("TCIAA") (established under The Airports Authority Ordinance, Ord.11 of 2005) is responsible for constructing, controlling, and managing airports and providing and maintaining runways, taxiways, and terminals for the efficient operation of airports in the Turks and Caicos Islands. Its current portfolio consists of owning and operating six airports while providing air navigation services for the low-level airspace above the territory. Our mission is to provide world-class airport facilities and operations through high standards in safety, security, quality, efficiency, innovation, and customer service, recognizing their importance to the overall socio-economic development and strategic growth of the Turks and Caicos Islands.

### About the role

The Quality Assurance and Compliance Manager is responsible for ensuring the Turks and Caicos Islands Airports Authority ("TCIAA") meets or exceeds all national and international standards for aviation safety, security, operational quality, administrative practices, and governance. This role involves developing, implementing, and monitoring a comprehensive quality management system (QMS) and compliance programme across the organization, and particularly its airports operations. The manager will act as a primary liaison with regulatory bodies and internal departments to drive a culture of continuous improvement and regulatory adherence. The manager plays a pivotal role in maintaining and enhancing the reputation of TCIAA as a leading provider of safe and secure aviation services and general business activity.

### **Quality Assurance and Compliance Program Development:**

- Develop, implement, and maintain a robust Quality Management System (QMS) that aligns with relevant regulations and industry best practices.
- Establish and implement the quality standards for the TCIAA and its various departments, products, and services.
- Create an audit schedule and conduct internal audits and inspections across all TCIAA department to assess compliance with policies and procedures, and the adoption of best and fit for purpose industry practices.
- Manage the QMS documentation, including policies, manuals, procedures, and records.
- Coordinate investigations into quality and safety-related incidents, identifying root causes and recommending corrective and preventative actions.
- Monitor and report on key performance indicators (KPIs) related to quality and safety, presenting findings to senior management.

### **Compliance Monitoring and Improvement:**

- Monitor the implementation of administrative, operations, safety, and security protocols across all TCIAA airports, ensuring that all are in full compliance with applicable regulations.
- Serve as the main point of contact for regulatory inspections and audits, coordinating responses and follow-up actions.
- Maintain an up-to-date knowledge of all applicable regulations and communicate changes to relevant employees, departments, and stakeholders.
- Identify non-conformities or opportunities for improvement in organisational practices and develop corrective actions to address these issues.
- Develop and deliver training programmes on quality and compliance to ensure staff awareness and competence in partnership with the Learning and Development Manager.
- Oversee the management of TCIAA's safety, security, occupational health, and environmental management systems - introducing and/or changing the platforms used to manage these systems to conform to best in class standards.

### **Leadership and Communication:**

- Promote a strong safety and quality culture across the organisation.
- Collaborate with department heads to integrate quality and compliance into daily operations.
- Prepare and present reports to the CEO and Board of Directors on the status of quality and compliance initiatives.

### **Continuous Improvement:**

- Stay informed of emerging and evolving industry standards and practices, and identify opportunities for continuous improvement in safety and security, administrative, and operations practices, driving initiatives that enhance the overall quality of airport operations.

## **Qualifications**

- A Bachelor's degree in business administration, Aviation Management, Quality Management, Quality Assurance, HSE or any relevant field in which there has been a concentration or training in quality management. A Master's Degree is preferred.
- Professional certification in quality management (e.g. ISO 9001 Lead Auditor, CMQ/OE, CQMP), is highly desirable.

- Minimum of 5 years' experience in quality and assurance management, environmental management systems, occupational health and safety, internal auditing, or a related compliance role.
- Experience in an aviation environment is an advantage.

## Core Competencies

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- Strong leadership and strategic management abilities.
- In-depth knowledge of safety and security regulations, quality assurance principles, and industry best practices across various facets of the organisation.
- Excellent analytical, problem-solving, and decision-making abilities.
- Strong communication and interpersonal skills with the ability to present complex information clearly and effectively.
- Proficiency in using quality management systems, auditing software, and Microsoft Office Suite.
- A proactive, results-oriented mindset with a focus on continuous improvement.

## Benefits

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- Mobile Phone
- Transportation allowance
- Mandatory Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as determined and/or required and/or appropriate by the CEO.

The Turks and Caicos Islands Airports Authority (TCIAA) is committed to diversity, equity, inclusion, and accessibility in the workplace. Diversity is ingrained in who we are and how we do business. Therefore, we welcome applicants regardless of ethnicity, gender, ability/disability, religion, and sexuality.

### Interested individuals must submit:

- **Cover letter**
- **Resume**
- **2 Job References testifying to character and competency for the role,**
- **Police record**
- **Proof of status**

### No later than August 19th 2025 to:

Human Resources Manager  
Turks and Caicos Islands Airports Authority  
Providenciales International Airport  
Telephone# 649-941-8692, Fax# 9415996. Email: [hrrecruitment@tciairports.tc](mailto:hrrecruitment@tciairports.tc)

### Turks and Caicos Islanders Preferred