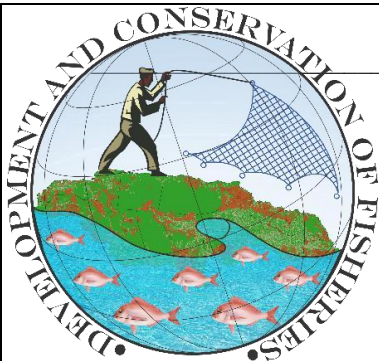




NATIONAL FISHERIES AUTHORITY

HEAD OFFICE | 2C NEWPORT EAST, KINGSTON 11, JAMAICA

MAILING ADDRESS: P.O. Box 470, KINGSTON 13, JAMAICA

TELEPHONE: (876)948-9014 • (876)948-6933 • (876)967-2081 • (876)967-1601

FAX: (876)924-9182 | **WEBSITE:** <http://www.fisheries.gov.jm>

EMAIL 1: fisheries@nfa.gov.jm • **EMAIL 2:** fisheries_jamaica@live.com

AQUACULTURE BRANCH | TWICKENHAM PARK, P.O. Box 833, SPANISH TOWN, ST. CATHERINE

TELEPHONE: (876) 984-9343 • (876) 984-9444 | **FAX:** (876) 984-5194

ADDRESSED TO THE NY REPLY OR SUBSEQUENT REFERENCE TO THIS CHIEF EXECUTIVE OFFICER COMMUNICATION SHOULD BE AND THE FOLLOWING
REFERENCE QUOTED.

October 6, 2026

The National Fisheries Authority is inviting applications from suitably qualified and experienced person to fill the following position:

QUALITY MANAGEMENT OFFICER (LEVEL 8)

SALARY SCALE (5,198,035- \$6,990,779) PER ANNUM

IF YOU BELIEVE YOU POSSESS THE ABOVE QUALITIES AND A STRONG DESIRE TO HELP THE AUTHORITY FULFILL ITS MANDATE, SUBMISSION OF APPLICATIONS ACCOMPANIED BY DETAILED RESUME INCLUDING THE NAMES OF TWO (2) REFEREES SHOULD BE SUBMITTED VIA THE WEB NO LATER THAN FRIDAY, OCTOBER 16, 2026 TO:

**SENIOR DIRECTOR
CORPORATE SERVICES DIVISION
NATIONAL FISHERIES AUTHORITY
2C NEWPORT EAST
KINGSTON 11
E-MAIL: fisherieshr@nfa.gov.jm**

We appreciate your interest in these positions; however, only shortlisted applicants will be contacted.

Quality Management Officer

JOB PURPOSE

Under the direct supervision of the Chief Executive Officer (CEO), the Quality Management Systems Officer is responsible for safeguarding the quality and sustainability of the fisheries industry. To coordinate all activities related to the quality assurance program of the National Fisheries Authority, in ensuring that fish and fishery products in Jamaica meet the highest quality standards throughout the supply chain, while promoting responsible fishing practices.

KEY RESPONSIBILITY AREAS

MANAGEMENT RESPONSIBILITIES

- Prepare and achieve budget and forecast for QMS.
- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance.
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with the quality strategy.
- Investigate complaints and delays, identify conflicts in the implementation schedules or activities and recommend corrective action.

- Liaise and communicate with other Divisions, Government Departments, entities and service providers.
- Work as part of the Management team to share ideas and improve operations, recommending, supporting, and implementing continuous improvement activities and process and procedure improvements to optimize results and improve quality of delivery, in line with quality standards requirements delivery and line with NFA and customer requirements.
- Communicate with personnel at all levels, internally and externally, to the NFA concerning Quality matters.
- Monitor the implementation of QMS policies.
- Work with other divisions and Branches within the organization to identify process improvements and improve standards, efficiency, and profitability.
- Report to top management on the performance of the QMS, including achievement of targets, operational progress, risks, issues, major setbacks, resource constraints and significant deviations from agreed objectives/targets/actions and identify any actions required.
- Ensure that the section operates under any health, safety and environmental policies and procedures to ensure the safety and well-being of staff and visitors.
- Determine appropriate follow-up action necessary to achieve compliance and ensure documentation preparation.
- Plan and implement the activities of the QMS to agreed timescales.
- Attend various meetings and action/communicate instructions.
- Prepare weekly, monthly, quarterly, and annual reports.

ADMINISTRATIVE RESPONSIBILITIES

- Ensure that all required processes, systems, and controls are in place within the Section to enable the achievement of its objectives effectively and efficiently and ensure the effective and efficient use of resources.
- Ensure that appropriate communication and knowledge management systems are in place within the Section and with other internal or external Units and Divisions/Branches to facilitate the sharing of relevant information in an accurate and timely manner.
- Ensure that the work of the Section is adequately documented to facilitate the development of operational manuals, outlining applicable policies and procedures for the operational activities, with the view to amalgamating them into a single Operations Handbook for National Fisheries Authority
- Develop, monitor, and coordinate budget preparation and monitoring and signs off on related requisitions for the Section/Branch

TECHNICAL/PROFESSIONAL RESPONSIBILITIES

- Contribute to creating and implementing best practice capacity planning vision, strategy, policies, processes, and procedures to aid and improve operational performance.
- Contribute to new business initiatives and projects and review and communicate the impact on the Quality Management Systems (QMS).
- Ensure that the Authority's Quality Management System conforms to the customer, internal, ISO 9001:2015, and regulatory/legal requirements.
- Develop the Management Systems strategy and the management arrangements for key milestones, demonstrating solid progress against the plan.
- Manage the activities and functions, analyses workload, determines priorities and • monitors adherence to standards, regulations, and guidelines.
- Maintain a comprehensive Quality Management Program including policies, procedures, standards, and compliance inspections and serves as the primary quality control resource for problem identification, resolution, loss reporting and continuous improvement.
- Interpret policy directives and reviews requests for ISO QMS implementation for adherence to government's policies and guidelines.
- Provide technical direction, overall technical support, management, and oversight of ISO QMS implementation, including training, guidance, and methodologies.
- Supervise data collection, completion and dissemination, analyses data to identify areas for improvement and recommends and monitors corrective and preventative initiatives.

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- Interact with internal and external stakeholders concerning problems or complaints to ensure effective corrective actions and feedback and identify quality improvement opportunities.
- Lead research and planning activities on ISO QMS implementation trends, management and assessment issues and oversees the outcome of risk analysis and mitigation strategies, related reports, and technical documents.
- Document key impacts and lessons emerging from research done.
- Analyze current ISO QMS practices, programmes, and procedures to identify the need for modification in keeping with international practices and procedures.
- Implement all relevant procedures described in the Quality Management System (QMS).
- Ensure that all in-house systems and procedures are updated, revised, and modified to meet the needs of external certification bodies.
- Continuously improves documentation design, review, and storage guidelines.
- Update quality documentation and communicate lessons learned from quality concerns.
- Ensure that all necessary systems and procedures are in place to satisfy all customer requirements and audits.
- Oversee inspection (examination) of incoming materials, ensuring they meet requirements.
- Manage the audit nonconformity database and provide detailed analysis of nonconformities.
- Ensure corrective actions are undertaken to address non-conformities found.
- Verify closure of non-conformities with Certification Bodies.
- Ensure ongoing compliance with the QMS ISO 9001:2015.
- Introduce new systems and procedures where appropriate.
- Undertake, participate, and lead regular internal and process audits of QMS and support external audits.
- Manage the monitoring, measurement, and review of internal processes, especially those that affect the quality of the organization's operations.
- Convene workshops on ISO QMS issues and makes presentations and reports as required.
- Coordinate the delivery of ISO QMS training sessions for the NFA.
- Train the QMS team in all aspects of the quality system and application of procedures.
- Hold quarterly audit performance meetings within the NFA and with Certification Bodies.
- Develop, prepare, revise, and implement a plan for ISO Quality Management Systems certification or recertification of the NFA.
- Undertake continuous training and development and keep up to date with industry knowledge, standards, regulations, laws, and issues to improve work quality and the NFA's service quality.
- Ensure that best practices and established international standards and practices are currently utilized.
- Produce written reports and make presentations.
- Conduct risk assessments of processes and tasks in the section

OTHER RESPONSIBILITIES

- Performs other related duties that may be assigned from time to time.

AUTHORITY

- Recommends the implementation of new activities related to quality assurance
- To recommend changes in the quality assurance program.

PERFORMANCE STANDARDS

- Develop and Implementation of quality assurance programme in the fisheries sector
- Quality control mechanisms which are established have a positive impact on the quality and cost of service offered by the National Fisheries Authority.
- The NFA's aim and objectives are achieved through the quality assurance programme.
- Stipulated deadlines are consistently met.

REQUIRED COMPETENCIES

Core Competencies

Oral Communication

Written Communication

Leadership

Integrity

Interpersonal Skills

Teamwork

Customer & Quality Focus

Initiative

Technical Competencies

- Proficiency in collecting, analyzing, reporting and interpreting data on industrial relations trends within the NFA.
- Solid understanding of the product development and management lifecycle
- Excellent knowledge of the Quality Management System, Auditing Experience and managing audit programmes
- Detailed understanding of ISO 9001:2015
- Sound knowledge of Customs Act and Regulations, Executive Agency Act and related legislation.
- Knowledge of the Fisheries Act 2018 and other relevant legislation, policies, guidelines of the National Fisheries Authority
- Proficiency in the use of relevant computer applications.

MINIMUM QUALIFICATIONS AND EXPERIENCE

First degree in Quality Management, Public Administration, Business Administration or related technical field

Plus

Four (4) years of working experience in Quality Assurance/Quality Control with at least two (2) years in a supervisory/managerial role.

Supervisory Management Training/Experience

Auditing certification or demonstrated experience.

Project Management certification or demonstrated experience.

Quality Assurance & Control related Certification (CQA) or demonstrated experience. • Specialized training in ISO QMS, strategic planning and/or management

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Normal office conditions.
- May be required to work beyond regular working hours, weekends and public holidays.
- Spend long hours sitting and using office equipment, computers and attending sessions.