

## JOB DESCRIPTION - Quality Assurance Officer



INDOCHINA RESEARCH

Name:   
 Position: **Quality Assurance (QA) Officer (Direct Report to MD)**  
 Department: **none**  
 Reporting to: **MD**  
 Direct Reports: **none**

**Overall Job Purpose:** With MD guidance and closely audit/observation of project process, assess project process and procedure, staff skill/capacity, and come up with overall and detailed innovative and effective strategy and plan for improvement and sustainability. Regular monitor and evaluate procedure implementation. Plan and coordinate for effective staff training. And provide general assistant to MD as required

### KEY RESULTS AREA - expected outputs of the job holder

<b>A</b>	With MD guidance, closely observe and audit project process and procedure, including skill of each level of staff. In order to have clear and big picture understanding of advantage, disadvantage, issues and effective solution. Often field visit in different areas/condition will be required
<b>B</b>	With MD guidance, develop and implement innovative and effective strategy and plan to improve project process, procedure and HR skill/capacity in order to have top and consistent quality of work and cost efficiency
<b>C</b>	With MD guidance, identify staff skill and capacity issue, develop or coordinate to develop innovative and effective training module for all level of project staff. And regular monitor, evaluate and improve the module
<b>D</b>	Train or coordinate to find qualified trainer for TOT
<b>E</b>	Regularly audit project process to ensure all procedures are implemented and report to related department/person about issue and advice on improvement
<b>F</b>	Closely and friendly discuss with all stakeholders and listen to their opinions, issues. Help them to improve, not to fight with them
<b>G</b>	Work closely with stakeholders to develop sustainable field staff recruitment and retention strategy and plan
<b>H</b>	With MD guidance, and work closely with stakeholders to develop and implement strategy and plan on cost efficiency
<b>I</b>	Work closely with stakeholders to look for and introduce new technology
<b>J</b>	Assist MD in documentation and translation English-Lao-English, and other related tasks as required
<b>K</b>	Learn and develop him/herself to be capable for the head of QA department in future

### SPECIFIC COMPETENCIES - abilities required to achieve the Key Results Areas for this role

<b>1</b>	Able to think out of the box with an open mind, and work smart and independently with smallest support and limited timing
<b>2</b>	Highly Developed Listening & Communication Abilities
<b>3</b>	Excellent English and Lao Writing & Speaking Skills
<b>4</b>	Advanced Word, Excel and PowerPoint
<b>5</b>	Knowledge and experience with system and process/procedure audit
<b>6</b>	Knowledge and experience with development of procedure, training module and plan
<b>7</b>	Experience in conducting effective training
<b>8</b>	Knowledge and experience with area of Laos and governance
<b>9</b>	Knowledge and sense of quality control concept and procedure
<b>10</b>	Knowledge and experience with research, study, survey, M&E will be advantage
<b>11</b>	Enjoy travelling to the field
<b>12</b>	Good understanding of statistical software, such as SPSS or State, and tablet survey application will be advantage