



HUMAN RESOURCE MANAGEMENT DIRECTORATE

Church Folly, Grand Turk, Turks & Caicos Islands. Ph: 649-946-2801, Fax: 649-946-1582

GOVERNMENT VACANCY

JOB TITLE: Quality Assurance Officer

DEPARTMENT: Tourism Regulations

MINISTRY: Tourism, Agriculture, Maritime, Fisheries & The Environment

LOCATION: Providenciales

JOB SUMMARY:

The Senior Quality Assurance Officer leads and coordinates the Department's accommodation quality assurance, inspection and licensing functions. The post supervises Quality Assurance Inspectors, monitors the annual inspection programme, reviews inspection reports and licensing files, verifies and signs off on eligible licensing/certification matters within delegated authority, maintains accurate accommodation and inspection records, monitors regulatory compliance and provides management information to support regulatory decisions and continuous improvement.

KEY DUTIES AND RESPONSIBILITIES:

- Effective supervision and coordination of the accommodation inspection programme.
- Accurate, consistent and timely quality assurance review of inspection reports and licensing files.
- Timely review and sign-off of eligible accommodation licensing/certification matters within delegated authority.
- Accurate and current accommodation, inspection, licensing and compliance records.
- Effective monitoring and follow-up of non-compliance and regulatory matters.
- Reliable performance data, management reports and recommendations to support departmental decision-making.
- Continuous improvement of inspection procedures, quality standards and regulatory practices.

ESSENTIAL DUTIES:

1. Inspection Programme Management and Quality Assurance

- Plan, coordinate, and monitor the annual accommodation inspection programme in accordance with legislation, approved standards, and departmental priorities.
- Supervise the allocation of inspections and monitor Inspector workloads, completion rates, outstanding inspections and follow-up actions.
- Review and quality-assure inspection reports for accuracy, completeness, consistency and supporting evidence, and return reports for correction where required.
- Provide guidance to Inspectors on the application and interpretation of approved accommodation standards, inspection procedures and quality assurance requirements.
- Conduct inspections, joint inspections or verification visits where required, including complex or escalated matters.

2. Accommodation Licensing and Certification

- Review accommodation licensing files to confirm that required supporting documents, inspection results and relevant approvals are complete before the matter proceeds for licence issuance.
- Review and sign off on eligible accommodation licences/certificates or licensing recommendations within delegated authority and established service standards.





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- Ensure inspection and licensing decisions are supported by appropriate records and are applied consistently.
- Monitor outstanding or incomplete licensing matters and coordinate appropriate follow-up with Inspectors and other responsible officers.

3. Compliance Monitoring and Enforcement Support

- Monitor compliance of accommodation establishments with applicable tourism legislation, licensing requirements, safety requirements, and approved quality standards.
- Monitor follow-up actions for non-compliant establishments and ensure deficiencies; corrective actions and outcomes are properly documented.
- Review repeat or significant non-compliance matters and recommend appropriate regulatory or enforcement action in accordance with departmental procedures and delegated authority.
- Maintain oversight of outstanding compliance matters and escalate significant risks or unresolved cases to senior management.

4. Supervision and Staff Development

- Provide day-to-day supervision, direction and technical support to Quality Assurance Inspectors.
- Monitor staff performance against agreed work plans, inspection schedules, service standards and departmental KPIs.
- Identify performance gaps, provide coaching and guidance, and document corrective or improvement actions where required.
- Support the development of Inspectors through technical guidance, feedback, training and sharing of good practice.
- Promote consistency, professionalism, accountability and service excellence within the Quality Assurance function.

5. Records, Data and Performance Reporting

- Maintain accurate and current unit records for accommodation establishments, inspections, licensing status, compliance findings and follow-up actions.
- Record, review and monitor accommodation inspection and licensing data in approved departmental systems.
- Undertake regular data-quality checks and ensure identified errors, omissions or inconsistencies are corrected.
- Compile and analyse inspection, licensing and compliance data and prepare monthly, quarterly or other required management reports.
- Provide reliable data and supporting information for departmental KPI reporting, monitoring and evaluation, planning and senior-management reporting.

6. Standards, Procedures and Regulatory Improvement

- Review inspection tools, checklists, procedures and quality assurance practices and recommend improvements.
- Research relevant regional and international accommodation quality standards, certification approaches and regulatory practices and assess their relevance to the Turks and Caicos Islands.
- Identify trends, recurring deficiencies and regulatory gaps arising from inspection and compliance data and recommend practical improvements.
- Support the development and implementation of revised standards, procedures, guidance and digital inspection processes.

7. Stakeholder and Interdepartmental Engagement

- Provide clear and accurate regulatory guidance to accommodation operators and other stakeholders within the scope of the post.
- Address or coordinate responses to inspection, licensing and compliance matters and escalate issues where necessary.





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- Liaise with relevant Government departments and agencies on matters including fire safety, sanitation, planning, licensing and other requirements affecting accommodation establishments.
- Represent the Department at meetings, consultations or stakeholder engagements when assigned.

8. Other Duties

- Prepare technical advice, briefing notes, recommendations and reports for senior management as required.
- Support departmental projects, digital transformation initiatives, monitoring and evaluation activities and other regulatory priorities relevant to the Quality Assurance function.
- Perform other related duties consistent with the level and responsibilities of the post, as assigned.

MINIMUM QUALIFICATIONS & EXPERIENCE:

Qualifications:

- Bachelor's Degree in Tourism, Hospitality Management, Education, Law, Business Administration, Quality Management, Public Administration or a related field.
- Minimum of four (4) years' relevant experience in tourism regulation, quality assurance, inspections, licensing, compliance, hospitality operations or a related field.
- Supervisory or team-lead experience is highly desirable.
- Experience interpreting and applying standards, procedures, legislation or regulatory requirements.
- Experience preparing reports, analysing operational data and maintaining accurate records.

SALARY: Grade 7.1 – \$54,670.00 per annum

Resumes with current contact information must be accompanied by a Cover Letter and two letters of reference (one preferably from a former employer) as well as copies of educational certificates and a copy of the Passport photo page, National Turks & Caicos Islander Status Card (where applicable). Shortlisted candidates must submit a Police Certificate.

Applications should be addressed to The Director, Office of the Human Resource Management Directorate, Church Folly, Grand Turk.





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