



EXTERNAL VACANCY ANNOUNCEMENT- QUALITY MANAGEMENT SYSTEMS OFFICER (x2) 24 MONTHS FIXED-TERM CONTRACT

(PUBLISHED 28TH SEPTEMBER 2026)

Eswatini Civil Aviation Authority (ESWACAA), a Category A Public Enterprise responsible for the regulation of Civil Aviation in the Kingdom of Eswatini and the operation of King Mswati III International Airport. ESWACAA carries out its mandate in conformity with International Civil Aviation Organisation's (ICAO) Standards and Recommended Practices (SARPs).

ESWACAA invites suitably qualified and experienced candidates to apply for the position of **Quality Management Systems (QMS) Officer**, tenable in the **Quality Management Systems Department** under the **Airports Division**. The position reports directly to the **QMS Coordinator** and will be stationed at KMill International Airport (Sikhuphe) with frequent travelling to ESWACAA Head Office (Matsapha).

1. Job Purpose

To support the implementation, maintenance, monitoring, and continuous improvement of the Authority's Quality Management System (QMS) in accordance with applicable regulatory requirements, international standards, and organizational policies.

2. Key Performance Areas (KPA's)

- Assist in creating awareness on the Quality Management System and conduct QMS awareness sessions.
- Assist in the preparation and updating of the Authority's QMS documentation, records, policies, manuals, and work instructions to ensure accuracy and relevance.
- Support the implementation and monitoring of compliance with ISO standards and applicable regulatory requirements.
- Support the administration of document control systems, ensuring proper filing, storage, retrieval, and archiving of quality records.
- Assist in planning, preparing (including checklist development and document reviews), and conducting internal quality audits.
- Support the tracking of audit findings, non-conformities, and corrective actions, and assist departments in implementing corrective and preventive actions.
- Monitor the closure of quality audit findings, verify the effectiveness of corrective actions, and support external audits, inspections, and certification assessments.

- Assist in identifying opportunities for process improvement, participate in root-cause analysis investigations, and support continuous improvement projects.
- Collect and analyse quality performance data, trends, and metrics to promote quality awareness and prepare dashboards, reports, and presentations.
- Support risk identification, risk management activities, and the maintenance of risk registers and mitigation plans.
- Assist in monitoring compliance with safety and quality procedures, participate in incident reporting and investigations, and support quality-related risk assessments.
- Assist in coordinating quality-related training programmes, support inductions, maintain training records documentation, and compile quality bulletins.
- Prepare regular monthly reports, meeting minutes, quality documentation, and performance tracking reports.

3. Qualifications and Experience

Minimum Requirements

- Bachelor's degree in Quality Management, Occupational Health and Safety, Industrial Engineering, or a related field.
- Minimum of two (2) years of proven working experience in Quality Management Systems, Quality Assurance, Compliance, Internal Audit, or Process Improvement

Added Advantage

- Recognized training or certification in Safety Management Training Course (SAMTRAC), NEBOSH, and/or ISO standards.
- Strong working knowledge of ISO standards (ISO 9001, ISO 14001, ISO 45001, ISO 31000).

4. SKILLS, KNOWLEDGE AND PERSONAL ATTRIBUTES

- Ability to review documentation accurately and maintain high standards in record-keeping.
- Proficiency with document control, management systems, and Microsoft Suite (Excel, Word, PowerPoint).
- Good written and verbal communication skills with a high attention to detail and regulatory compliance.
- Strong ability to prepare reports, presentations, and follow through on inconsistencies.
- Understanding of safety and quality management systems.
- Working knowledge of ISO 9001, ISO 14001, ISO 45001, and ISO 31000.
- Observant, good listener, team player, and self-motivated.
- Strong analytical and problem-solving abilities.
- Firmness in upholding compliance and corrective actions while maintaining cooperative, supportive working relationships with audited departments.

- Proactive attitude towards staying updated on evolving international standards, quality tools, and industrial engineering trends.

Applications with complete up-to-date Curriculum Vitae, certified copies of academic certificates/professional accreditation, must be emailed to recruitment@eswacaa.co.sz not later than **Tuesday, 06 October 2026**. Please quote the position of **"QMS Officer"** in the email subject line.

N.B. Only emailed applications will be admissible.

Only shortlisted candidates will be contacted.

All applications should be in PDF format not exceeding 11MB. Zipped or compressed files are not admissible.