



<https://website.crosq.org/job/terms-of-reference-technical-officer-quality-promotions-and-regional-affairs-toqpr/>

TERMS OF REFERENCE – TECHNICAL OFFICER, QUALITY PROMOTIONS AND REGIONAL AFFAIRS (TOQPR)

Hiring organization
CROSQ

Date posted
September 11, 2025

Valid through
03.10.2025

Introduction

The CARICOM Regional Organisation for Standards and Quality (CROSQ) was established in 2002 by a Caribbean Community (CARICOM) treaty as an Intergovernmental Organisation. CROSQ's main objectives are the development and harmonisation of standards, metrology, mutual recognition of accreditation and certification systems and facilitation of the achievement of international competitiveness of regional goods and services produced and provided in the Community. Since the inception of CROSQ, the focus has shifted over the years from regional standards development and standards harmonization throughout the region to the development of the basic regional quality infrastructure architecture and equivalence.

General Functions

The Technical Officer Quality Promotions & Regional Affairs (TOQPR) under the supervision of the Chief Executive Officer has responsibility for all Communication, Promotions, Marketing, Education and Awareness Raising matters at CROSQ aimed at enabling the growth and development of the CARICOM Regional Quality Infrastructure.

The TOQPR will be required to develop and maintain effective marketing and communication management strategies for the CROSQ. Setting annual communications, promotions, marketing and knowledge-building targets, and contributing to and monitoring their implementation. Specifically, the TOQPR will produce and disseminate materials and create events for communicating and marketing educational and awareness-raising information about the RQI, CROSQ and its services; coordinate the content of the CROSQ websites, manage CROSQ public presence via its social media platforms, and produce newsletters/blogs/other media; disseminate CROSQ reports, press releases, and publications; and maintain an updated database of contacts. Additionally, the TOQPR will identify, analyze and report on regional and international affairs that may affect RQI development and by extension the CSME.

The TOQPR will also work closely with the Information Technology Personnel to ensure the development and maintenance of information management systems for the CROSQ. Specifically, the TOQPR will maintain current and accessible information in areas of interest to the organization through research and preparation of documents for consideration by the Chief Executive Officer and the CROSQ Council. The TOQPR will assist senior management with overseeing the management and maintenance of CROSQ's IT infrastructure, including databases, website, intranet, software, network, document management system and related IT equipment.

Specific Functions

Promotions, Marketing and Communications (Strategic and Operational)

1. Supporting the development of regional engagement strategies and facilitating cross-cultural communication.

2. Producing a range of documents for dissemination, including information for the website, social media platforms, project briefings, and regular bulletins, including a quarterly newsletter, etc.
3. Producing information for various external audiences – including annual reports, press releases, and other public relations/marketing materials, ensuring that information about CROSQ and its activities is factual.
4. Drafting and editing both paper and electronic publications as required.
5. Managing and maintaining the content of CROSQ's websites and eLearning Platforms.
6. Ensuring the accurate integration of information and communications between the National Standards Bureaus (NSBs), other QI Institutions and the CROSQ Secretariat.
7. Ensuring the CROSQ database holds accurate and up-to-date information regarding CROSQ, the NSBs and other contacts as required.
8. Advising and supporting other CROSQ staff in making public presentations/public speaking, etc.
9. Implementing and monitoring the use of style guides to ensure the consistent image of all communications.
10. Providing communications and public relations support to NSBs/QI institutions as required; and managing the regional Marketing and Communications Programme, and Information Management Systems, Knowledge Management and Education / Events (MIKE) Committee of the CROSQ.
11. Managing the quality infrastructure, education and awareness-raising programmes of the CROSQ

Regional Affairs

1. Assist in identifying how international developments affect the regulatory environment, regional partnerships, RQI risks, and mission critical programme coordination.
2. Assist in advising the CEO and Council on geopolitical risks and opportunities that may influence the development and maintenance of an RQI.
3. Assist in preparing policy briefs, reports, and strategic recommendations.
4. Representing the CROSQ at international and regional events and meetings as required.
5. Coordinating with QI institutions, government ministries and international partners.
6. Contributing to the development of the CROSQ Strategic Plan and have ownership of the Customer Perspective of the Balanced Scorecard

Information Technology (Supervisory in the main – most IT Services outsourced)

1. Ensuring that an efficient information storage and retrieval system is maintained using current technological innovations as appropriate.

2. Sharing information of interest to member states as approved by the Chief Executive Officer.
3. Ensuring the availability and integrity of information technology systems, including appropriate firewalls and virus protection, based on recommendations from the IT Officer and best practice.
4. Ensuring that the staff are enabled to effectively and efficiently maximize technology and software.
5. Reviewing and advising management on recommendations for acquiring and utilizing IT equipment for CROSQ.
6. Reviewing along with senior management, reports regarding technology assets such as laptops, desktops, projectors and associated software.
7. Acting as Administrator for the intranet.
8. Recommending technology forums that can be used for sharing information efficiently.

General

1. Preparing and submitting monthly and quarterly progress reports to the Chief Executive Officer in respect of the activities assigned and the status of those work assignments.
2. Performing such other reasonable duties as may be assigned by the Supervisor.

Minimum Qualifications and Requirements

Education

- (a) A Master's Degree in Marketing/Communications/Public Relations/Business Administration or other related discipline from a recognized university.
- (b) A Bachelor's Degree in Mass Communications, Information Management, Public Relations, Marketing, Journalism, International Relations or equivalent education from a recognized university.
- (c) Knowledge of the Quality Infrastructure, Mutual Recognition and Trade Agreements.

Experience

- (a) Demonstrated experience working in promotions, communications or international relations, for a minimum of two years.
- (b) Quality Infrastructure experience (especially in a CARICOM QI institution)
- (c) Supervisory Experience.
- (d) Experience working with donor agencies and/or technical cooperation partners is an asset.
- (e) Experience in project management and/or events planning would be an asset.

Key Competencies

- (a) Fluent in English; knowledge of another language (Spanish, French or Dutch) is an asset.
- (b) Excellent practical verbal and written communication
- (c) Strong negotiation, communication and logistics management skills.
- (d) Ability to work in a consultative and collaborative manner.
- (e) Good interpersonal and team functioning skills.
- (f) Excellent leadership and conflict resolution skills.
- (g) Strong attention to detail and excellent customer service orientation.
- (h) Ability to work in an ever-changing environment with flexibility and acceptance.

- (i) Strong interpersonal and networking skills.
- (j) Demonstrated ability to coach/train others on communication and information technology skills.

Reporting Relationship: Chief Executive Officer

Positions Supervised: Administrative Assistant-Technical (from time to time)

Duty Station: Baobab Towers, Barbados

Monthly Compensation: USD \$4,000.00 plus benefits

To apply, please email your Application letter and CV or Resume to
recruitment@crosq.org

For the attention of the **Executive Assistant to the CEO**, using the caption
Technical Officer – Quality Promotions and Regional Affairs

Only Short-listed Candidates will be contacted.
Closing date for applications is **October 3, 2025**