POSITION DESCRIPTION

Position Identification

Position Title: Technical Officer Quality Promotions (TOQP)

Position Reports to: Chief Executive Officer   **Duty Station:**   Barbados

Job Summary

The Technical Officer Quality Promotions (TOQP) will have overall responsibility for all Marketing and Communications Management, Education and Awareness Raising and Information Technology matters at CROSQ as it relates to the development of the CARICOM Regional Quality Infrastructure.

Under the Communications and Marketing portfolio, the TOQP will be responsible for setting annual marketing and communications targets, and contributing to and monitoring their implementation. Specifically, the TOQP will produce and disseminate materials and create events for communicating and marketing educational and awareness raising information about CROSQ and its services; coordinate the content of the CROSQ websites, the social media platforms, and the production of a quarterly newsletter; disseminate CROSQ reports, press releases, and publications; and maintain an updated database of contacts and an effective marketing and communication management strategy for the CROSQ Secretariat.

Under the Information Technology (IT) portfolio, the TOQP will be responsible for supervising the development and maintenance of information management systems for CROSQ. Specifically, the TOQP will maintain current and accessible information in areas of interest to the organisation through research and preparation of documents for consideration by the Chief Executive Officer and the CROSQ Council. The TOQP will be responsible for oversight of the overall management and maintenance of the IT infrastructure of the organisation, including databases, website, intranet, software, network, document management system and related IT equipment

Principal Accountabilities / Responsibilities

Marketing and Communications (Strategic and Operational)

1. Producing a range of documents for dissemination, including information for the websites, social media platforms, project briefings, and regular bulletins, including a quarterly newsletter, etc.

2. Producing information for various external audiences – including annual reports, press releases and other public relations/marketing materials, factual information about CROSQ and its activities.

3. Drafting and editing both paper and electronic publications as required.

4. Managing and maintaining the content of CROSQ's websites and E-learning Platform.

5. Ensuring the accurate integration of information and communications between the National Standards Bureaus (NSBs) and the CROSQ Secretariat;

6. Ensuring the CROSQ database holds accurate and up-to-date information regarding CROSQ, the NSBs and other contacts as required.

7. Advising and supporting other CROSQ staff in making presentation, public speaking, etc.

8. Implementing and monitoring the use of style guides to ensure the consistent image of all communications.

9. Providing direct communications and public relations support to all NSBs as required; and managing the regional Marketing and Communications, Information Management Systems, Knowledge Management and Education / Events (MIKE) Committee of the CROSQ.

10. Managing the quality infrastructure education and awareness raising programmes of the CROSQ

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

11. Supervising the development and maintenance of standards development and collaboration systems using information technology and electronics systems linked across the region.

12. Ensuring that an efficient information storage and retrieval system is maintained.

13. Sharing information of interest to member states as approved by the Chief Executive Officer.

14. Providing and sharing available information, data and materials to NSBs at the request of NSBs.

15. Ensuring the availability and integrity of information technology systems including appropriate firewalls and virus protection, based on advice and best practice.

16. Ensuring that new and current staff is trained to effectively and efficiently use office technology and software including information retrieval methods and document scanning.

17. Reviewing and advising management on recommendations for the acquisition and utilization of IT equipment for CROSQ, and keeping track of technology assets such as laptops, desktops, projectors and associated software.

18. Ensuring the implementation of a regional virtual conference solution and Virtual Private Network (regional knowledge management).

19. Acting as Administrator for the intranet.

20. Recommending technology fora that can be used for sharing information efficiently.

<u>General</u>

21. Preparing and submitting quarterly progress reports to the Chief Executive Officer in respect of the activities assigned and the status of those work assignments.

22. Performing such other reasonable duties as may be assigned by the Supervisor.

Job Specification:

Minimum Qualifications:

Bachelor's Degree in Communications, Information Management, Public Relations, Marketing, Journalism, Management or equivalent education.

Certification in project management and events planning is an asset.

Experience:

Demonstrated experience working in a small team.

Supervisory Experience.

Experience working with donor agencies and/or technical cooperation partners is an asset.

Experience in Project Management or Coordination is an asset.

Quality Infrastructure development experience (especially in CARICOM)

Skills/Competencies:

Fluent in English; knowledge of another language (Spanish, French or Dutch) is an asset.

Excellent practical verbal and written communication

Strong negotiation, communication and logistics management skills.

Ability to work in a consultative and collaborative manner.

Good interpersonal and team functioning skills.

Excellent leadership and conflict resolution skills.

Strong attention to detail and excellent customer service orientation.

Ability to work in an ever-changing environment with flexibility and acceptance.

Strong networking skills.

Demonstrated ability to coach/train others on communication and information technology skills.

Reporting Relationship: Chief Executive Officer

Positions Supervised:

Administrative Assistant (from time to time)

Principal Organisation Relationships:

-Internal:
Staff
Chief Executive Officer
Project Managers/Project Coordinators/ Other Technical Officers – Quality Infrastructure

 -External
National Standards Bodies
Media Organisations
International Trade and Standards Organizations
CROSQ Council
CARICOM Secretariat
Partner organizations such as CTO, CDEMA, CARICAD, CARPHA etc.
Donor agencies EU, ACP, PTB, UNIDO, GIZ etc
IT and IS service providers.
Consultants and experts working with CROSQ

Duty Station: *Baobab Towers, Barbados*

To apply, please email your Application Letter and CV or Resume to
crosq.caricom@crosq.org, for the attention of Shamone Carter, using the caption:
Technical Officer – Quality Promotions

Closing date for applications is **May 24, 2024**

Only Short-listed Candidates will be contacted.