



## Job Description – Quality Assurance Officer

**Position:** Quality Assurance Officer

**Reports to:** Chairman & Managing Director

**Department:** Governance & Internal Affairs

### Role Overview

The **Quality Assurance Officer** (QA Officer) at **NAWA** ensures that all departments and team members deliver their responsibilities on time, to standard, and in alignment with NAWA's mission. This role tracks team **accountability**, organizes structured **feedback** after events, and generates **data-driven reports** that help leadership assess performance and improve overall quality.

### Key Responsibilities

- Track assignments, deadlines, and deliverables across all NAWA branches (Career, Conferences, SMA, Operations, Media).
- Follow up with team members to ensure accountability for tasks.
- Report non-compliance or missed deadlines to leadership with recommendations.
- Design and distribute post-event surveys to participants, sponsors, and staff.
- Collect and analyze feedback data to assess program effectiveness.
- Provide written quality reports with actionable recommendations for improvement.
- Maintain a dashboard of key quality indicators (engagement, satisfaction, delivery).
- Identify systemic issues and propose solutions to improve NAWA workflows.
- Facilitate internal review meetings to discuss strengths and areas for improvement.

Sincerely,

**Abdullah Al-Edini**

Managing Director and Chairman of the Board