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Job Title: QUALITY, SAFETY & SECURITY ADMINISTRATOR

ROLE SUMMARY

To assist in the production of controlled documents and to provide support to the Quality, Safety & Security (QSS) Services Team and Document Controllers in the programmes. To provide administrative support to the Quality, Safety & Security department.

RESPONSIBILITIES

To produce and amend controlled Company documents provided by the technical author, according to MAF standards by:

- Formatting and proof reading material provided by the technical author
- Editing and amending the MAF manuals using Web Manuals editing software
- Editing and amending the MAF policies using Confluence
- Editing and amending other MAF forms and documents
- Facilitating the document change processes
- Issuing revisions to Programme Document Controllers

To update and store the controlled Company documentation by:

- Processing the change requests received using the inhouse document control system
- Updating the manuals database on the MAF Intranet (SharePoint)
- Updating the Policy and Information Hub on Confluence
- Updating and issuing the forms, operations and maintenance notices on the MAF Intranet (SharePoint)

To maintain quality control of documents by:

- Checking the format of all documents worked on before publishing
- Proof reading all documents worked on before publishing
- Cross referencing all changes to affected documents

To support the Document Controllers in the programmes by:

- Providing support through regular communication
- Providing the latest information relating to their role (e.g. updates to procedures relating to manual amendments)

To provide system administrative support for Quality, Safety & Security (QSS) systems by:

- Adding users, processing configuration changes and managing some of the user interface on MAFs QSS database
- Managing dashboards and providing first line of support to staff on the QSS database
- Overseeing the QSS support ticketing system on Jira
- Tracking the progress of document change requests on MAF's inhouse document control system and assisting with producing statistical reports on this system
- Assisting with the creation of QSS system training materials

To provide support for the Quality, Safety & Security (QSS) team by:

- Attending and writing the minutes of meetings such as International Safety Action Group (ISAG), Event reviews and other QSS meetings
- Providing administrative support for meetings and training events as required
- Assisting in the production of reports and publications as required
- Co-ordinating standards stakeholder meetings as required

- Assisting with retrieving information and updating Programme Security and Contingency Plans (PSCPs)
- Supporting the risk management process by helping to construct risk management reports
- Reviewing performance data and undertaking basic performance analysis
- Proof reading QSS publications and issuing across MAFI and other external readers.

To participate in the spiritual life of MAF by:

- Attending corporate daily prayer meetings to hear about the work of MAF and to spend time in prayer and worship with other staff members
- Participating in spiritual sessions of prayer and biblical reflection with the team
- Demonstrating commitment to the vision, mission, values and beliefs of MAF
- Actively working and living in accordance with the evangelical Christian beliefs of MAF
- Maintaining your own spiritual development

Other reasonable responsibilities as may be required by your line manager

ACCOUNTABILITY

The Quality, Safety & Security Administrator is accountable to the QSS Services Manager and Director of Quality, Safety & Security.

Created by:
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RECRUITMENT REQUIREMENTS

	Essential	Desirable
Education and Qualifications:	<ul style="list-style-type: none"> • A good general level of education • Good communication skills • Capable of working independently as well as part of a team • Ability to work cross-culturally 	<ul style="list-style-type: none"> • A level standard or equivalent
Job Related Experience:	<ul style="list-style-type: none"> • Experience of formatting documents • Experience and knowledge of Microsoft Word e.g. applying styles, table design, forms, tracking changes etc. • Good degree of computer literacy 	<ul style="list-style-type: none"> • Experience of controlling documents preferable • Experience in setting agendas and minute writing • Experience of working with databases • Experience of using a PDF editor
Personal Qualities:	<ul style="list-style-type: none"> • Good communicator, team player, an eye for detail, proactive, helpful attitude • Ability to work accurately and at pace. 	
Key Behaviours: Key Behaviour group 1 - Standard	<ul style="list-style-type: none"> • Service Orientation (Core) • Emotional Resourcefulness (Core) • Living our Values (Core) • Getting the Work Done • Quality • Communication and Information Handling • Learning • Relationship Management 	<ul style="list-style-type: none"> • Thinking and Problem Analysis • Decision Making and Initiative

Time required in job to reach effective performance:

- 6 months

RELEVANT KNOWLEDGE

MAF Knowledge:

MAF's Purpose, Vision and Values

Programme Knowledge: