

Land Transport Authority

Job Description

Date:	February 2026	Position Title	Principal Quality Management System Officer
Division:	Quality Assurance Division	Classification Level	G9/S1-G9/S7 \$46,427.77 - \$72,601.93
Directly Supervises	The position does not have direct supervisory responsibilities; however, it is expected to work collaboratively and provide technical guidance to laboratory personnel, project teams, and operational staff to ensure adherence to approved standards, procedures, and quality requirements.		
Reporting Structure	The Principal Quality Management Systems Officer reports directly to the Quality Assurance Manager and operates within the Quality Assurance unit. The role functions as a technical support position responsible for assisting the Manager in overseeing Quality Management System implementation, laboratory quality compliance, and continuous improvement activities.		

Primary Objective

To support the Quality Assurance Manager in maintaining, monitoring, and continuously improving the organization's Quality Management System and laboratory operations by ensuring compliance with standards, coordinating audits and documentation, facilitating corrective actions, and promoting consistent quality practices across all processes and testing activities.

Responsibilities

1	Assist in develop & review standard operating procedures, testing logs and forms, laboratory manual, Quality management system manual and relevant laboratory documentation from time to time.
2	Lead in the enforcement and monitoring of the Quality Management System. Assist in the implementing, maintaining and improving the Authority's QMS in line with approved standards, policies and regulatory requirements. Monitor document control, versioning and distribution of procedures, manuals and technical records.
3	Ensure laboratory and operational activities comply with national standards, internal policies, and relevant ISO or technical specifications. Conduct routine compliance checks and report deviations to the QA Manager.
4	Assist and support delivery of quality related training, inductions and awareness programs for staff. Identify Training needs of lab technicians. Promote a culture of quality, safety and accountability across divisions.
5	Lead Calibration and Maintenance of all laboratory equipment. Participate in Risk Assessments relating to testing, inspection and operational processes. Recommend process improvements to enhance efficiency, reliability and service delivery.
6	Assist in monitoring testing procedures, equipment calibration records, and sample handling processes. Verify that testing data is accurate, traceable and properly documented.
7	Collaborate liaise with technical teams, projects units and management to ensure quality requirements are understood and implemented. Provide QA guidance during project planning, testing programs and operational activities.
8	Support planning and execution of internal and external audits. Track corrective and preventive actions (CAPA) and follow up on closure of non-conformances.

9	Investigate all reported or detected inconsistencies, anomalies, or out-of-tolerance laboratory test results by conducting systematic root-cause analysis in accordance with approved Quality Management System procedures. Develop and recommend appropriate corrective and preventive actions to the QA Manager to eliminate root causes, prevent recurrence, and strengthen testing reliability.
10	Manage the handling of complaints and collaborate with Legal team to resolve any issues that might arise as a result of lab test results.
11	Compile QA performance reports, trend analyses, and compliance summaries for management review. Maintain quality indicators and dashboards aligned with organizational KPIs
12	Assist to ensure effective allocation and availability of laboratory resources to prevent delays in the effective operation of the lab.
13	Provide relevant advice to QA Manager on compliance issues with designs and construction of roads, bridges, drainages, seawalls against the approved standards.

Selection Criteria		Essential - Desirable	Weighting
Qualification	A degree with majors in engineering, engineering science or technology/civil /quality assurance or any relevant qualification from a recognized tertiary Institution.	Essential	
Work Experience	At least 3 years work experience in quality assurance, lab testing.	Essential	
Work Experience	At least 2 years in senior management position	Essential	
Knowledge and Skills	Demonstrated ability to collaborate, network, negotiate and engage effectively with divisional employees, managers and with external stakeholders in issues pertaining to road operations	Essential	
	Demonstrated ability to formulate, manage and achieve planned outcomes with approved resources and within agreed timelines in accordance with acceptable ethical standards	Essential	
	Should be computer literate and has proven experience in Microsoft office software and other appropriate engineering database	Essential	
	Excellent verbal/written communication skills and interpersonal skills in Samoan and English	Essential	
	Has sound knowledge of the following legislations: LTA Act 2007 LTA Regulations Public Finance Management Act 2001 Public Bodies Performance and Accountability Act 2001 Ministry of Works Act 2002 Labour and Employment Act 2013 Occupational Health and Safety Act 2002 Occupational Health and Safety Regulations 2017	Essential	

Competencies	
1	Team Player & Team Building
2	Responsible, Listen and Respond
3	Planning, assigning, directing and supervising
4	Integrity/Flexible/Common Sense, Trustworthy

5	Public and Customer Relation expert
6	Physically fit

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