

Schedule 2 – Job Description



1. Role:

Position: Quality Assurance and Improvement Officer

Job Description No.

Department: People & Culture (P&C)

Reporting to: Group Manager Organizational Development & Learning

Summary: Lead the day-to-day delivery of quality assurance, process improvement, and operational standardization across Raffe Hotels & Resorts. Develop, maintain, and coordinate implementation of policies, SOPs, and quality systems with clear documentation, version control, and audit readiness. Review guest feedback and operational data to identify improvement opportunities, recommend or coordinate targeted training and improvement actions, and support ongoing continuous improvement. Coordinate industry award submissions to strengthen operational consistency and service standards.

2. Responsibilities:

Principle Responsibilities:

SOP Management & Document Control

- **Review and audit SOPs** across all properties and maintain an SOP matrix with Heads of Department to identify gaps, missing documentation and version control.
- **Draft, refine, and standardise SOPs** in collaboration with departments, obtain required approvals, and update documentation as directed.
- **Convert approved SOPs** into practical formats such as checklists, training aids, and digital folders to support day-to-day operational use.
- **Maintain accurate, version-controlled repositories** including Resource Library of SOPs, policies, forms, and templates to ensure audit readiness and ease of access.
- **Maintain organized digital filing** of SOPs, quality, and compliance documents by ensuring files are clearly labelled, stored correctly, and easy for authorized users to access.
- **Support verification of SOP understanding** by assisting with the preparation of checklists, acknowledgements, or simple assessments to confirm SOP awareness and understanding where required.

Quality Systems & Compliance Support

- **Lead the development and upkeep of quality systems** by driving the implementation and maintenance of Quality Management Systems (QMS), standards, and procedures to support consistent and compliant operations.
- **Drive quality assurance activities** to maintain operational standards and support continuous improvement across properties.
- **Lead internal audits and compliance checks** by planning audit activity, coordinating audits, monitoring compliance requirements, and tracking corrective actions through to closure.

Process Improvement & Analysis

- **Coordinate and review process mapping and analysis** with business partners, including reviewing workflows, analyzing data, and carrying out risk assessments to identify inefficiencies, quality issues, and improvement opportunities.
- **Drive continuous improvement activities** by applying agreed improvement tools and methods and facilitating brainstorming and gap analysis sessions with departments to identify clear, practical improvement actions.
- **Support improvement project tracking** by maintaining simple project plans, tracking progress against agreed actions and timeframes, and providing regular status updates as required.

Reporting & Performance Insights

- **Maintain data accuracy and integrity** by checking that information used for reporting and decision-making is accurate, consistent, and reliable.
- **Prepare regular performance reports** by producing clear reports, dashboards, and summaries on quality, compliance, SOP, audit, improvement activities and guest feedback for review by the Group Manager and leadership.
- **Track trends and recurring issues** by reviewing quality, compliance, audit, and incident data and highlighting patterns, risks, or areas requiring attention.
- **Provide practical insights** by summarising key findings, progress, and issues in plain language to support informed decision-making and follow-up actions.

Capability & Quality Enablement

- **Support awareness and use of best practice** by helping teams understand and apply agreed quality standards and improvement methods across the business.
- **Provide quality guidance and support** to business partners on SOP development and use, quality assurance processes, and improvement tools.

Awards, Projects & Administrative Support

- **Coordinate award submissions** by sourcing information, preparing applications, and submitting awards that highlight operational achievements, innovation, and excellence across properties, as directed.
- **Provide project and administrative support** by assisting the People & Culture team with coordination, documentation, and implementation activities as required.

Profit and Loss:

- **Maintain systems to monitor and control costs** linked to People & Culture functions and activities.
- **Monitor resource use and process costs** related to SOP projects and quality assurance activities, identifying waste and efficiency opportunities.
- **Analyse the financial impact of changes** to processes or SOPs to support assessment of cost, efficiency, and return on investment.
- **Support cost-benefit analysis and business cases** by providing data and inputs for improvement initiatives that deliver measurable financial benefits.
- **Support delivery of cost improvement initiatives** by identifying and helping implement process improvements that generate efficiency gains and cost savings.
- **Track and measure the impact of improvements** against agreed KPIs and operational measures to show results and support accountability.
- **Work with Finance and Operations teams** to integrate quality, cost, and improvement measures into regular performance and budget reviews.
- **Provide practical cost optimisation insights** by highlighting opportunities to reduce cost or waste without compromising guest experience or service quality.

Compliance, Health and Safety:

- **Support compliance** with relevant regulatory, statutory, and internal requirements by maintaining accurate documentation and following agreed processes and standards.
- **Maintain company policies and procedures**, supporting timely updates and ensuring with clear communication to business partners.
- **Embed compliance and health and safety controls** within SOPs and operational standards to support proactive risk management and safe work practices.
- **Support training and awareness activities** related to compliance, safety, and quality, including preparation of materials and maintenance of records.
- **Promote safe work practices** through regular inspections, basic risk assessments, and follow-

up of incidents or identified hazards.

- **Monitor and report on compliance, safety, and incident trends** against agreed performance indicators, highlighting issues and recommending preventive actions.
- **Lead and support internal audits and inspections** by coordinating activities, recording findings, and tracking corrective actions through to completion to address non-conformities and strengthen compliance performance.
- **Support continuous improvement** by reviewing audit outcomes and incident data to help prevent repeat issues and strengthen operational resilience.
- **Coordinate with local authorities, certification bodies, and internal teams** during audits, inspections, and emergency preparedness activities as required.
- **Support training grant documentation** by assisting with evidence collation, record maintenance, and data entry to support audits and grant claims as directed.
- **Support alignment of People & Culture initiatives** with the company strategic plan, departmental business plans, and agreed KPIs by tracking, documenting, and reporting on compliance, safety, and quality activities.
- **Maintain data accuracy, confidentiality, and secure handling** of information across all quality assurance and compliance activities.

3. Key Performance Indicators:

- Priority Area 1: Be Resilient and Adaptable
- Priority Area 2: Ensure Sustainability
- Priority Area 3: Build Brand Equity
- Priority Area 4: Enhance Guest Experience
- Priority Area 5: Develop and Value Our People
- Priority Area 6: Improve Operational Frameworks
- Priority Area 7: Ensure Compliance

4. Experience:

Essential Criteria

- Minimum 3 years' experience in quality assurance, business improvement, or hospitality operations.
- Proven ability to develop and maintain SOPs and quality management systems.
- Experience in process mapping, audits, and document control.
- Strong analytical, organisational, and communication skills.
- Familiarity with compliance, health and safety, and risk management processes.
- Proficient with digital documentation or process automation tools.
- Collaborative, proactive, and detail-oriented approach.
- Ability to link improvement initiatives to business KPIs and outcomes.
- Flexibility to work occasional weekends or public holidays.

Desirable Criteria

- Experience in training design or delivery.
- Exposure to multi-property or cross-functional hotel/resort operations.
- Hands-on experience using IT platforms or business intelligence tools for performance tracking and reporting.
- Involvement in award submissions or industry benchmarking.
- Knowledge of cloud-based workflow, HRIS, or document management systems.
- Familiarity with Canva or other digital design tools used in training or communication.

5. Qualifications:

Essential Criteria

- Tertiary qualification in Business Administration, Human Resources, Quality Management, or Information Technology.
- Intermediate to advanced proficiency in Microsoft 365 (Excel, Word, Teams), HRIS systems, and Google Workspace.
- Strong personal commitment to ethical conduct,

Desirable Criteria

- Certification in Quality Assurance, Process Improvement (e.g., 5S, Lean, Six Sigma), or Digital Transformation.
- Accreditation or training in QM, ISO standards, audit practices, or compliance management.
- Professional development in project management, change management, or organisational

integrity, and professionalism. • Positive and resilient team player with flexibility, creativity, and sound organisational skills.	development. • Certification in data analytics, reporting, or business intelligence platforms.
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6. Core Competencies:	
<i>Business awareness</i>	• Accountability – Be responsible, reliable, and take ownership of your actions. • Understands the Company's strategic plan and contributes to developing and delivering departmental business plans and KPIs. • Applies sound commercial judgment, balancing operational efficiency with business performance. • Adopts best practice standards and stays informed of industry trends. • Identifies and implements innovative ideas that enhance business outcomes and service quality.
<i>Relationship management</i>	• Teamwork – Be supportive, cooperative, and inclusive. • Build and maintain strong, professional relationships with internal and external stakeholders. • Provide clear, approachable guidance on compliance, operational, and documentation requirements. • Manage multiple projects and stakeholder expectations effectively while maintaining professionalism and trust. • Demonstrate integrity, discretion, and respect for confidentiality in all interactions. • Promote diversity, inclusion, and mutual respect across all teams and departments.
<i>Communication</i>	• Respect – Be humble, take pride, and value others. • Communicates clearly and concisely, adapting style to suit the audience and situation. • Manages challenging or sensitive situations with professionalism and objectivity. • Influences and engages others effectively through tactful and respectful communication. • Demonstrates confidence when working with senior stakeholders, constructively challenging and influencing at all levels.
<i>Planning & organisation</i>	• Forecasts, plans, prioritises, and schedules workload to deliver business results. • Coordinates effectively with others, recognising dependencies and resource needs. • Anticipates risks and implements solutions to manage or mitigate them. • Manages time and competing priorities to balance development and implementation demands.
<i>Results & quality focus</i>	• Commitment – Be the best you can be. • Integrity – Be honest, sincere, and uphold confidentiality in all actions and dealings. • Seeks and implements process improvements that enhance efficiency, effectiveness, and productivity. • Demonstrates strong attention to detail in all documentation and compliance requirements. • Maintains focus on outcomes and continuous improvement to achieve business objectives.

This Job Description sets out the main duties of the post at the date when it was drawn up. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence, and all Raffe Hotels & Resorts employees are expected to be flexible in undertaking the duties and responsibilities attached to their role, and may be asked to perform other duties, which reasonably correspond to the general character of their role and level of responsibility.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Name
Quality Assurance & Improvement Officer

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