



JAA Training Organisation

VACANCY NOTICE

Quality and Compliance Manager & GDPR Officer

Introduction

UN-recognized renowned international organisation in the field of aviation training is looking for a **Quality and Compliance Manager & GDPR Officer** to perform continuous quality management of the entire organisation and its processes as well as be responsible for the organisation's compliance with the European General Data Protection Regulation.

The ideal candidate has previous experience with quality/compliance management and has consistent knowledge of the GDPR and how compliance thereto should be implemented and monitored.

The suitable professional for this job has excellent auditing and analytical skills, as well as excellent project-management skills. He or she is accurate, detailed, precise, meticulous, respectful and stress-resistant. Experience in the field of aviation is highly desirable.

Job Description

- Maintain and continuously improve the organisation's Quality Management System, the Quality Manual and the Procedures Manual. This includes taking ownership of both manuals and keeping oversight of amendments and up-to-date versions, in liaison with department managers and focal points.
- Ensure effective management of all quality and compliance-related issues within the organisation.
- Ensure that the organisation remains compliant with all applicable laws, both existing and upcoming, including the new "General Data Protection Regulation Law". As such, perform as the organisation's GDPR Officer and ensure its full compliance.
- Conduct internal Compliance and Quality Assurance Audits throughout the organisation in line with:
 - EASA Virtual Academy technical specification criteria
 - The ICAO TRAINAIR PLUS Assessment Guidelines
 - The high-level Criteria for ICAO Regional Training Centres of Excellence (RTCE)
 - EASA RITO requirements
 - CKRBO requirements (official Dutch registry for educational centers)

Compliance and Quality Assurance Audits include preparation and briefing of staff, and performance of internal audits including observing the operation of all departments as well as training courses, and debriefing, reporting, recording findings and following up action items in the system.



- Report to the Director at least quarterly during formal Quality Management Review/Evaluation Meetings.
- Take a leading role in raising the levels of understanding and awareness of the QA and QMS within the organisation.
- Carry out risk assessment and hazard management activities.
- Coordinate Occurrence Reporting within the organisation, including coaching the employees, assisting with implementation of procedures etc.
- Give legal advice to JAA TO Director, Managers and Focal Points upon request.
- Stay abreast of all awards and recognitions possibly applicable to the organisation, and ensure it expands its list of accreditations and prizes.
- Report departmental updates (e.g. during staff meetings, for official reports etc.).
- Stay up-to-date with regulatory developments; remain knowledgeable on the EASA regulatory framework.
- Play an active role in the Recruitment of instructors (coordinated by the HR Focal Point within the recruitment protocol), assessing their technical knowledge by participating in interviews and producing reports.
- Deliver training courses periodically as needed. *NB: Instructor tasks are subject to successful completion of the Trainer Qualification Programme (sponsored by the organisation).*
- Review content of course material developed and updated by external course developers/instructors, in liaison with the Course Development Unit (CDU).

Professional Requirements / Competencies

- Citizen of an [ECAC-Member State](#) with valid work permit for the Netherlands.
- Minimum university degree in Aeronautical Engineering, Aviation Law & Policy or similar disciplines.
- Excellent knowledge of English, both written and spoken. Knowledge of the Dutch language is an advantage.
- Minimum 10 years' experience working with aviation regulations.
- Experienced regulatory course instructor within a multi-cultural environment.
- Supportive of Director's decisions and organisational strategies.
- Ability to communicate with all levels of the organisation comfortably but, most importantly, respectfully, and professionally.
- Ability to manage multiple projects with varying priority at one time – to deliver results on time.
- Ability to set clear goals, prioritize, anticipate problems or risks, and use time efficiently.
- Demonstrable experience in an aviation quality or training department.
- A sound background / understanding of the general operations of an aviation training organisation.



- Demonstrate general knowledge of EASA Implementing Rules (IRs) issued under EC Regulation 216/2008 as well as ICAO SARP's.
 - Detailed applicable knowledge of ISO 9001-2015 standards and requirements including Quality Assurance for educational/training organisations.
 - Detailed knowledge of aeronautical publications and documentation.
 - Demonstrable knowledge of the requirements of a safety management system (SMS).
 - Demonstrable ability to conduct (internal) audits and produce accurate reports.
 - Compliance monitoring, auditing and oversight skills.
 - Observation and analytical skills.
 - Facilitation skills and willingness to help out where necessary.
 - Proven ability to act on own initiative and make sound decisions which can be substantiated.
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