

INTERNAL / EXTERNAL ADVERT

Post: Quality Assurance Officer: Representations (x3)
Department: Representations Unit
Reference: QAO/RTIA/2026
Level: 10
Salary: R 605 742 per annum
Term: Permanent

Minimum Educational Requirements: *Matric (NQF 4) + National Diploma (NQF 6) in Road Traffic or Police or Police Management or Legal or Quality related field or equivalent and relevant qualification. *A Degree (NQF 7) or a Post graduate degree (NQF 8) in a quality related field traffic or police or police management or equivalent will be an added advantage.

Minimum Knowledge & Experience Requirements: *A total of 3 years' working experience in a position of equivalent level to that of an Enforcement Orders Officer or Representations Officer or supervisory level in a quality related environment. *Having practiced as a quality assurance officer or auditor or inspector in a service-oriented environment or traffic officer, magistrate. *Enforcement Orders Officer, Representations Officer, prosecutor or police officer or admin officer in a traffic law administration environment will be an added advantage · *Must be in possession of at least a code B valid driving licence free of endorsements. * Extensive knowledge of quality management. *Knowledge of quality management including Total Quality Management (TQM) concepts and tools as well as their application in a service-based environment. *Ability to reconcile the operations' and the client's view of quality. *Ability to diagnose quality problems through quality gaps · *Knowledge of the quality management perspective of steps to achieving conformance to specification · Knowledge of ISO 9000 and ISO 9001 quality standards · *Extensive knowledge of the AARTO Act, National Road Traffic Act, Criminal Procedures Act, National Land Transport Act, Cross-Border Road Transport Act, Promotion of Administrative Justice Act, Promotion of Access to Information Act and other Regulations applicable to traffic and transport management ·

Required Competencies: *Computer literacy (MS Word, Excel, PowerPoint, etc. *Extensive knowledge of quality management. *Knowledge of quality management including Total Quality Management (TQM) concepts and tools as well as their application in a service-based environment. *Knowledge of the quality management perspective of steps to achieving conformance to specification. *Knowledge of ISO 9000 and ISO 9001 quality standard. * Research skills, data collection and analysis. *An understanding of the transport sector.

Special Requirement: *Knowledge of quality management concepts and tools.*

Duties: Support the optimisation of the section/unit:

*Contribute to the development of operational plans in the Unit · *Comply to all policies and procedures in the Unit ·* Systematize the achievement of deliverables against project plans ·* Demonstrate knowledge of the latest development within area of expertise ·* Take ownership for own work, performance management and development ·* Introduce improvement opportunities within area of expertise in line with best practice to optimise performance. *Engage in problem solving and continuous improvement to maximize output of area.

Quality assurance of adjudication of representations:

*Quality assurance of the adjudicated representations. * Reports retrieved. *Timeous submission of reports. * Diagnose quality problems through quality gaps within the representation's environment. * Reconcile the operations and clients' views of quality within the representation's environment. *Suggest operations and systems enhancements stemming from the identified quality gaps. *Application of TQM concepts (continuous improvement, Six Sigma, employee empowerment, benchmarking, just-in-time and Taguchi concepts) and tools in the representations function. *Application of ISO 9000 and ISO 9001 to the applications for representations procedures and policy. *Conduct quality inspections within the representation's environment ·* Application of the steps of conformance to specification in the representation's environment. *Focus on both procedural matters and the Stakeholder feedback.* # investigated.*Investigation results.* # queries resolved.*Manager feedback.*Number of quality inspections conducted.*Number of adjudicated representations inspected.* Number of quality problems diagnosed through quality gaps.*Number of reconciled operation's and clients' views of quality.* Number of suggested enhancements stemming from the quality assurance process facts of the infringements or substantive matters.*Handle and resolve follow up queries from Representations Officers and management.

Enquiries: Ms Allison Shingange – (087) 287 7993

Sibusiso Ncube – 011 763 1103

Correspondence will only be with shortlisted candidates. If you do not hear from the Agency in three (3) months from the date of closure, please consider your application as unsuccessful. Recommended candidates will be subjected to the Agency's mandatory background checks, security clearance and qualification verification processes.

To apply please submit a letter of application, recent curriculum vitae as well as certified copies of qualifications and identity document. Applications must be addressed to: gycavo@apply.simplify.hr

Please note that late applications and those without all the relevant supporting documents as prescribed above will not be considered.

The RTIA is an Equal Opportunity Employer and is seeking to balance the employment equity profile therefore the youth, Women and People living with disabilities are encouraged to apply.

Internal candidates who meet the requirements are encouraged to apply.

Closing Date: 3 August 2026