

Job Title : **Quality Manager**
Location : **Bujumbura**

Terms of Reference

➤ ABOUT WEZA POWER

Weza Power is a dynamic and growing energy distribution company focused on providing sustainable and reliable electricity across Burundi. As part of our mission to expand access to energy and contribute to the country's development, we are seeking talented and dedicated professionals to join our team and support the growth of our operations. We are committed to fostering an inclusive and diverse work environment where every team member is empowered to make a difference.

➤ JOB PURPOSE

The Quality Manager is responsible for the development, implementation, and continual improvement of Weza Power's Integrated Quality Management System (QMS). This system applies across both infrastructure development and electricity distribution operations, ensuring compliance with ISO 9001:2015, World Bank Environmental and Social Framework (ESF), and national regulatory standards. The role includes audit oversight, contractor quality monitoring, service quality evaluation, and cross-functional collaboration to build a strong quality culture within the company.

➤ KEY RESPONSIBILITIES

Quality Management System (QMS)

- Develop, implement, and maintain the QMS in accordance with ISO 9001:2015 and WB ESF.
- Align quality procedures with infrastructure construction and operational services (e.g. metering, distribution).
- Define and track KPIs on service quality, customer satisfaction, and regulatory compliance.



Construction & Project Oversight

- Validate Contractors' Quality Plans, Method Statements, ITPs, and Materials submissions.
- Ensure infrastructure works comply with technical specs, national codes, FIDIC, and donor requirements.
- Lead and support audits of contractors, suppliers, and project teams.
- Manage NCRs, root cause analyses, and ensure corrective/preventive actions are implemented.

Electricity Distribution & Customer Service

- Oversee quality of voltage delivery, service continuity, and metering accuracy.
- Monitor incident response times and complaint resolution effectiveness.
- Ensure compliance with AREEN performance obligations and service reliability standards.

Documentation & Reporting

- Maintain organized, auditable documentation of quality inspections and findings.
- Prepare quality performance reports for internal management, donors, and regulators.
- Support external audits and supervision missions from the World Bank and other funders.

Training & Capacity Building

- Develop training on quality procedures, inspection techniques, and compliance requirements.
- Build internal capacity across departments and promote a proactive quality culture.

Interface & Coordination

- Work closely with the HSES team to integrate QMS with Health, Safety, Environmental, and Social standards.
- Coordinate with Procurement, Finance, Legal, and Operations for quality-sensitive processes.
- Act as primary liaison on quality matters with donors, regulatory bodies, and key stakeholders.



➤ **KEY COMPETENCIES**

- In-depth knowledge of ISO 9001:2015 and quality auditing standards
- Familiarity with World Bank ESF, FIDIC contracts, and regulatory frameworks
- Strong leadership in quality oversight during both construction and utility operation phases
- Analytical thinking and structured reporting
- Excellent communication, stakeholder engagement, and problem-solving skills
- Proficiency in using quality management tools, audit checklists, and dashboards

➤ **QUALIFICATIONS**

- Bachelor's or Master's degree in Quality Management, Electrical Engineering, Industrial Engineering, or a related field.
- Minimum 5 years in Quality Management, preferably in infrastructure or energy sectors
- Proven experience managing quality in both construction and operational settings
- Prior involvement in donor-funded projects
- Experience in African or similar contexts preferred
- ISO 9001 Lead Auditor (mandatory)
- Certifications in FIDIC, power systems, or donor safeguard systems are an asset
- Quality auditing and inspection techniques
- Risk assessment and root cause analysis
- Technical knowledge of utility infrastructure (e.g. metering, voltage delivery, grid operations)
- Document control and quality assurance systems
- Data analysis and performance monitoring
- Report writing and presentation skills
- Training delivery and capacity building
- Multistakeholder coordination and cross-functional teamwork
- Proficiency in MS Office and quality management software (e.g. QMS tools, audit platforms)
- French – Advanced (fluent in both written and spoken communication).
- English – Advanced (fluent in both written and spoken communication).



➤ HOW TO APPLY

Interested candidates are requested to submit their application file in a **single PDF document** via email to weza.power@infinitygroup.bi with the subject line **“WEZA POWER Recruitment - Quality Manager”**.

The application file must include the following documents:

- A cover letter addressed to the Managing Director of INFINITY GROUP,
- Two (2) updated CVs (one in French, one in English), including three (3) professional references (and their contact details).
- A copy of the National Identity Card (CNI) or Passport,
- Copie(s) of certified diploma (s),
- Professional service certificate(s).

The deadline for submitting applications is **Thursday, October 16, 2025, at 11:59 PM (GMT+2)**.



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