



**VACANCY NOTICE Ref:**

**CAAZ/06/2026**

**POSITION: NATIONAL CONTINUOUS MONITORING COORDINATOR (NCMC) AND COMPLIANCE MANAGER**

**Reports to** : Director Flight Safety and Standards.

**Location** : Harare

**Job Purpose**

To ensure effective Zimbabwe Safety Oversight by coordinating implementation of the ICAO Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA), maintaining an effective compliance and quality-assurance system, and coordinating the resolution of safety concerns and enforcement processes across all technical areas. The position assures the quality, completeness, traceability and timely submission of national information to ICAO; promotes sustainable implementation of corrective actions; and supports regulatory action that is risk-based, proportionate, consistent and procedurally fair.

**Duties and responsibilities**

- Develop and implement Zimbabwe's USOAP CMA Online Framework compliance, compliance and quality assurance programmes, including planning, performance monitoring, resource coordination, risk management and continuous improvement.
- Lead cross-functional teams across all ICAO Audit areas to maintain audit readiness, compliance monitoring, evidence demonstration & validation and corrective-action implementation.
- Oversee compliance and quality-management systems, ensuring data integrity, reporting accuracy, audit traceability, document control and system effectiveness.
- Ensure compliance with Zimbabwe aviation legislation, ICAO SARPs and approved oversight procedures across all regulatory functions.
- Manage the preparation, quality assurance and timely submission of Protocol Questions, Corrective Action Plans, SAAQs, EFODs and supporting evidence through ICAO platforms.
- Review ICAO audit findings, State Letters, mandatory information requests, significant deficiencies and corrective-action requirements, and coordinate appropriate State responses.
- Verify and monitor corrective-action implementation through audits, evidence review, stakeholder engagement and effectiveness assessments.
- Assess regulatory non-compliances and coordinate proportionate enforcement actions, ensuring due process, regulatory compliance and timely resolution.
- Recommend and coordinate urgent safety interventions, including operational limitations, suspensions or other immediate risk-control measures where required.
- Establish and maintain systems for tracking corrective actions, enforcement cases, compliance status, accountability, deadlines and escalation requirements.
- Lead and coordinate the State's response to ICAO audits, validation missions, off-site assessments and critical compliance events, including executive-level reporting and engagement.
- Produce management reports, dashboards and performance analyses on audit readiness, compliance status, enforcement outcomes, quality metrics and Effective Implementation priorities.

- Maintain secure, accurate and auditable records of ICAO compliance documentation, correspondence, audit evidence, enforcement actions and quality-assurance activities.
- Conduct internal quality audits, readiness reviews, root-cause analyses and continuous-improvement initiatives to strengthen regulatory oversight effectiveness.
- Benchmark Zimbabwe aviation oversight performance against regional and global standards and recommend strategic improvement measures.
- Drive innovation in compliance monitoring, audit automation, data analytics, knowledge management and institutional performance improvement.
- Liaise with government ministries, aviation stakeholders, ICAO, regional organisations and development partners to support compliance, technical cooperation, audit preparation and capacity-building initiatives.
- Perform other duties as assigned by the Director.

### **Qualifications and experience**

- **Applicants must qualify through one, of the following two entry pathways:**
  - a. **Airman pathway:** Hold a valid or previously held ICAO-recognised professional aviation licence as an Aircraft Maintenance Engineer, Pilot or Air Traffic Controller, together with the technical qualifications and experience applicable to that licence; **or**
  - b. **Legal pathway:** Hold a Bachelor of Laws degree from a university recognised for purposes of registration with the Law Society of Zimbabwe. Admission as a legal practitioner in Zimbabwe is an added advantage.
- **Common requirement for both pathways:** ICAO USOAP Continuous Monitoring Approach Computer-Based Training certification, or equivalent, is required or must be obtained within a period determined by the Authority after appointment.
- **Experience for the Airman pathway:** Demonstrated experience in aviation safety oversight, aviation regulation, certification, surveillance, compliance monitoring, quality assurance or internal auditing within a civil aviation authority or another regulated aviation organisation.
- **Experience for the Legal pathway:** Demonstrated experience in aviation law, regulatory legal practice, administrative law, enforcement, compliance management, investigations, litigation support or legal advisory work within a regulatory or similarly controlled environment. Prior aviation-sector experience is an added advantage.

### **Skills and Competencies**

- Comprehensive knowledge of ICAO USOAP CMA, the ICAO Online Framework, Protocol Questions, Corrective Action Plans, Electronic Filing of Differences and evidence-management requirements.
- Sound understanding of civil aviation safety oversight, regulatory compliance, administrative justice, enforcement processes, corrective-action verification and quality-management principles.
- Strong analytical, critical-thinking and risk-based decision-making skills, particularly in evidence validation, audit-performance analysis and root-cause analysis.
- Ability to interpret legislation, regulations, enforcement policies, ICAO provisions and procedural requirements and translate them into defensible regulatory action.
- Proficiency in compliance-management systems, document-control platforms, ICAO tools, data dashboards and standard office productivity applications.
- Demonstrated leadership, coordination, negotiation and stakeholder-management capability, with the ability to guide multidisciplinary teams.
- Excellent written and verbal communication skills for audit correspondence, regulatory notices, legal or compliance memoranda, technical reports, executive briefs and stakeholder engagements.
- Ability to conduct internal audits, readiness assessments, performance-gap evaluations, process reviews and corrective-action verification.

- High levels of integrity, confidentiality, impartiality, professional ethics and sound judgement in handling regulatory and enforcement information.
- Ability to work independently under pressure, manage competing priorities and meet strict audit, reporting and enforcement deadlines.
- Competence in mentoring inspectors, facilitating technical training and promoting institutional learning and a strong compliance culture.

CAAZ is an equal opportunity employer and encourages qualified and experienced youth, females, and persons living with disabilities to apply. Interested candidates should submit applications and their Curriculum Vitae, including certified copies of educational and professional certificates, not later than **14 October 2026** to: -

**Email: [recruitment@caaz.co.zw](mailto:recruitment@caaz.co.zw)**

**OR**

**Human Resources Manager  
Civil Aviation Authority of Zimbabwe  
Robert Gabriel Mugabe International Airport  
Level 3, New Terminal Building  
P. Bag 7716  
Causeway  
Harare**

**NB: Failure to submit certified copies will result in disqualification.**