

TERMS OF REFERENCE (TOR)

Position Title

Associate Document Control Officer

Division

Compliance & Security Division

Reports To

Chief Compliance & Security Officer

1. Purpose of the Position

The Associate Document Control Officer is responsible for managing and maintaining the organization's-controlled document system to ensure that approved manuals, procedures, forms, and regulatory documents are properly controlled, updated, distributed, and accessible to authorized personnel.

The position supports the Compliance & Security Division in maintaining an effective document control system in accordance with applicable regulatory requirements, IOSA Standards and Recommended Practices (ISARPs), and company procedures.

The Associate Document Control Officer will ensure that only current and approved documents are available for operational use, while obsolete or superseded documents are appropriately controlled and retained for record purposes.

This is an entry-level position intended for fresh graduates or newly qualified professionals. The successful candidate will receive structured training and mentoring to develop the required competencies in aviation document management and compliance monitoring.

2. Key Responsibilities

The Associate Document Control Officer shall:

A. Document Management and Control

1. Maintain and administer the organization's controlled document management system.
2. Ensure all regulated manuals, procedures, forms, and supporting documents are properly identified, indexed, and maintained.
3. Control the issuance, revision, distribution, and withdrawal of controlled documents.
4. Ensure only approved and current revisions of manuals and procedures are available to users.
5. Maintain document registers, revision status records, and distribution lists.

6. Archive obsolete and superseded documents in accordance with document retention requirements.
7. Ensure document traceability and availability of historical records when required.

B. Document Publication and Distribution

1. Coordinate with document owners and responsible departments for the submission, review, approval, and publication of revised documents.
2. Upload approved documents into the electronic document management system.
3. Ensure appropriate access permissions are applied based on user roles, positions, and departmental requirements.
4. Monitor distribution of revised documents to relevant personnel and departments.
5. Support electronic acknowledgement processes for applicable controlled documents.
6. Generate reports on document acknowledgement status and outstanding actions.

C. Compliance and Quality Support

1. Support the Compliance & Security Division in maintaining compliance with document control requirements under applicable regulations and IOSA standards.
2. Assist in monitoring compliance with document control procedures across all departments.
3. Support internal audits by providing controlled document records, revision histories, and distribution records.
4. Identify document control deficiencies and report them to the Chief Compliance & Security Officer.
5. Assist in continuous improvement of the organization's document management processes.

D. Manual Review and Revision Support

1. Assist departments in the preparation, formatting, and submission of manual revisions.
2. Verify document completeness, revision numbering, effective dates, approval status, and formatting requirements before publication.
3. Maintain records of manual amendments and revision history.
4. Support coordination with regulatory authorities for document submission and approval processes where required.

E. Records Management

1. Maintain electronic and hard-copy document records as applicable.

2. Ensure confidentiality and security of controlled documents.
3. Maintain records of document access, distribution, and user acknowledgement.
4. Ensure document backup and recovery processes are supported.

F. Continuous Improvement

1. Recommend improvements to document control processes and systems.
2. Promote awareness of document control requirements throughout the organization.
3. Perform any other duties assigned by the Chief Compliance & Security Officer within the scope of the position.

3. Authority

The Associate Document Control Officer is authorized to:

1. Access controlled documents and records required for document management activities.
2. Request necessary information from document owners for revision and publication purposes.
3. Control publication and distribution of approved documents.
4. Report document control discrepancies and non-compliances to the Chief Compliance & Security Officer.

4. Minimum Qualifications

Applicants shall possess:

1. General Degree (all degree accepted)

5. Experience

No prior work experience is mandatory.

However, the following will be considered an advantage:

1. Experience or exposure to document management systems.
2. Experience in quality management systems.
3. Exposure to aviation operations through internship, industrial attachment, or academic projects.
4. Knowledge of document control principles and records management.

6. Knowledge (Nice to have)

The candidate should have basic knowledge of:

- Document control principles.
- Quality Management Systems.
- Records management practices.
- Electronic document management systems.
- Aviation regulatory environment.
- Microsoft Office applications.
- Technical document preparation and formatting.

Knowledge of ICAO standards, IOSA requirements, and aviation manuals will be an advantage.

7. Competencies

The successful candidate should demonstrate:

1. Strong attention to detail and accuracy.
2. Good organizational and record management skills.
3. Ability to manage multiple documents and deadlines.
4. Good written and verbal communication skills.
5. Ability to maintain confidentiality.
6. Good computer literacy and ability to learn electronic systems.
7. Willingness to learn aviation regulatory requirements.
8. Ability to work independently and as part of a team.

8. Training and Development

Upon appointment, the Associate Document Control Officer shall undergo training as determined by the Compliance & Security Division, which may include:

1. Document Control System Training
2. Quality Management System Awareness
3. IOSA Awareness Training
4. Aviation Regulatory Familiarization
5. Records Management
6. Electronic Document Management System Training
7. Company Manual Familiarization

Additional training may be assigned based on organizational requirements.

9. Career Development

The Associate Document Control Officer will work under the supervision and guidance of the Chief Compliance & Security Officer. With demonstrated competency and experience,

the employee may progress into broader compliance, quality assurance, or document management responsibilities.

10. Probation

The successful candidate shall complete the organization's probationary period in accordance with Drukair Service Manual. Confirmation will be based on satisfactory performance, and competency demonstrated.