

## Quality Manager – Level 2

<b>Generic title</b>	Manager - 1
<b>General Description</b>	<p>A construction, commercial, project, technical manager or functional manager with considerable experience who performs a specific discipline over a wide range of complexities or large geographic area.</p> <p>They will manage their own workload within the context of a wider project or company objective. They will take significant decisions within their discipline with direction from a senior manager. They are accountable for their own work and their team's performance and its impact on their area or project.</p> <ul style="list-style-type: none"> <li>• In operations they will manage all aspects of a mid-sized project, site of single function (e.g. M&amp;E or Special Works) on a larger scheme or area office.</li> <li>• In commercial they will manage all aspects of estimating, design procurement or supply chain for a site, project or office.</li> </ul>

## Competencies

<b>Achieving Results</b>	<p>Sets clear and appropriate goals that consider the bigger picture</p> <p>Drives well to achieve consistent results</p> <p>Deliver a quality performance consistently</p>
<b>Analytical thinking and decision making</b>	<p>Rational and systematic analysis of situation to enable decisions on more varied issues</p> <p>Questioning the evidence to evaluate issues</p>
<b>Communication</b>	<p>Ability to choose most appropriate style of communication</p> <p>Able to listen actively by which we mean hearing and interpreting what is said</p> <p>Demonstrating sound questioning techniques</p>
<b>Dealing with change</b>	<p>Sees potential of new ideas and situations</p> <p>Take a pragmatic approach to change</p> <p>Considers impact of change on others as well as self</p> <p>Ability to explain the effects to colleagues</p>
<b>Teamwork</b>	<p>Develop inter-team collaboration inside and outside company</p> <p>Understand the role of a team and how it delivers the objectives</p> <p>Can adapt to different types of teams in most situations</p> <p>Take a cohesive and encouraging approach to team working</p>
<b>Leadership</b>	<p>Ability to take control of situations with one's sphere of influence</p> <p>Assume responsibility – organising and guiding where necessary</p>
<b>Managing resources</b>	<p>Create a plan for a familiar project or process</p> <p>Interpret a plan and decide what resources are required</p> <p>Bring resources together and ensure they are efficiently deployed</p> <p>Able to call upon and manage diverse skills and methods to deliver results</p>
<b>Negotiation</b>	<p>Understand the others point of view</p> <p>Make an objective and structure case with pros and cons</p> <p>Understand the need to give and take</p> <p>Understand and defend a position</p>
<b>People Development</b>	<p>Can work well within tested frameworks of development to identify others needs</p> <p>Use personal experience to build skills in other people</p> <p>Use informal and formal performance reviews to target needs for development</p> <p>Understand and recognise people's current career needs</p>

	Coach and give feedback Build development plans with others
--	--

## Role definition

<b>Summary of role</b>	Develop and implement quality best practice, ensuring Morgan Sindall and those working with us comply with current quality, industry and Morgan Sindall standards and approved codes of practice in relation to employment and service provision. Promote standards in line with our Quality ABC approach and Perfect Delivery philosophy.
<b>Responsibilities and accountabilities</b>	Set and maintain standards of quality practice and deliver relevant awareness training to internal staff and contractors as appropriate in accordance with Morgan Sindall and customer requirements Ensure that the quality policy is implemented consistently across the business/project/contract Drive the delivery of customer requirements at local and/or business unit level Drive the development of the Integrated Management System (IMS) including the production of documents to maintain our ISO9001 certification Assist line managers in implementing the IMS to meet specific client and/or client requirements, Contribute to the development and delivery of the business unit improvement plan Lead and undertake inspections, audits and investigations where required, reporting and implementing lessons learned and improvements Drive the implementation of effective root cause analysis and corrective action following the identification of nonconformities Review compliance with the IMS and customer requirements at project and business unit level Ensure compliance with internal processes and systems and provide coaching where appropriate to achieve 'right first time' Consistently deliver exceptional levels of service to customers Ensure that project Quality Plans and Inspection & Test Plans are developed to deliver the client requirements Contribute to and be involved in project start-up meetings, subcontractor pre-contract and pre-start meetings Drive best practice across the business unit and share lessons learnt, including attendance at post project reviews Adopt the use of company performance measurement tools and ensure that relevant and required information is captured at project and business unit level Report accurately and effectively on quality matters Continually communicate quality information and issues with management teams and individuals and act accordingly Ensure training provided by external training organisations is competent and delivered effectively to meet our objectives Compile and analyse quality statistical information and support the development of action and improvement plans Liaise with customer personnel on matters of quality and promote best practice solutions Communicate effectively and regularly with other members of the SHEQ Team regarding quality matters Lead and support the business during external audits, e.g. ISO 9001, Achilles, NERS Prioritise resources and associated support based upon risk identified from

	<p>trend data or other management information</p> <p>Maintain personal professional development regarding quality and industry best practices</p> <p>Be supportive of a team-work approach to encourage cooperative working by being open and honest</p> <p>Constructively challenge and intervene where quality is being compromised</p> <p>Create and maintain positive customer-focused relationships with regulatory authorities, internal and external customers and other stakeholders</p>
<b>Qualifications, training and technical knowledge</b>	<p>Trained Internal or Lead Auditor (ISO 9001)</p> <p>Detailed knowledge and understanding of ISO 9001 management systems</p> <p>Knowledge and understanding of OHSAS &amp; ISO 14001 management system requirements</p> <p>Accredited qualifications to reflect role (e.g. completion of appropriate training courses to support CQI Professional level / MCQI &amp; CQP membership of the CQI / Diploma in Risk Management (IRM))</p> <p>Good understanding of risk management</p> <p>Self-motivated, to constantly improve upon established quality standards</p> <p>Good understanding of corporate strategy, values and objectives</p> <p>Demonstrable experience in construction or civil engineering standards and techniques</p>
<b>Attributes and skills</b>	<p>Ability to work in a team environment contributing across a business unit or area.</p> <p>Good management skills, with the ability to motivate self and colleagues to achieve high standards of compliance.</p> <p>Good operational planning and time management skills; able to manage projects simultaneously without compromising on standards and quality.</p> <p>Ability to ensure standards and specifications are met.</p> <p>Ability to work with colleagues to deliver project and operational performance.</p> <p>Sound knowledge of construction practices and standards. Specialist knowledge in chosen field.</p>