## Quality Manager

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| **Generic title** | Manager – 1 |
| **General Description** | 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.  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.  In operations they will manage all aspects of a mid-sized project, site of single function (e.g. M&E or Special Works) on a larger scheme or area office.  In commercial they will manage all aspects of estimating, design procurement or supply chain for a site, project or office. |

## Competencies

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| **Achieving Results** | Sets clear and appropriate goals that consider the bigger picture  Drives well to achieve consistent results  Deliver a quality performance consistently |
| **Analytical thinking and decision making** | Rational and systematic analysis of situation to enable decisions on more varied issues  Questioning the evidence to evaluate issues |
| **Communication** | Communicates positively with clarity and understanding  Presents information in a structured way  Demonstrates confidence when communicating in own subject |
| **Dealing with change** | Sees potential of new ideas and situations  Take a pragmatic approach to change  Considers impact of change on others as well as self  Ability to explain the effects to colleagues |
| **Teamwork** | Develop inter-team collaboration inside and outside company  Understand the role of a team and how it delivers the objectives  Can adapt to different types of teams in most situations  Take a cohesive and encouraging approach to team working |
| **Leadership** | Ability to take control of situations with one’s sphere of influence  Assume responsibility – organising and guiding where necessary |
| **Managing resources** | Create a plan for a familiar project or process  Interpret a plan and decide what resources are required  Bring resources together and ensure they are efficiently deployed  Able to call upon and manage diverse skills and methods to deliver results |
| **Negotiation** | Understand the others point of view  Make an objective and structure case with pros and cons  Understand the need to give and take  Understand and defend a position |
| **People Development** | Can respond within test frameworks of development to identify own needs  Uses personal experience to build own skills |

## Role definition

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| **Summary of role** | Provide technical support and advice on quality issues in order to provide effective advice on quality and assurance management requirements. |
| **Responsibilities and accountabilities** | Ensure quality control requirements are met and recorded in accordance with specification  Operate and promote a high standard of health and safety and environment compliance  Prepare and review project quality documentation including management plans, inspection and test plans, check sheets, and non-conformance reports  Prepare and review handover documentation and records  Contribute to the preparation of health and safety files  Liaise with the customer on quality issues  Liaise with subcontractors and the co-ordination and review of subcontractor documents  Undertake audits and inspections to ascertain compliance with the requirements of the company management system  Undertake audits, inspections and surveillance of the supply chain  Prepare regular quality reports  Provide support and advice to staff on quality issues and controls  Maintain quality records on the company SHEQ tracker  Prepare quality submissions for tender submissions |
| **Qualifications, training and technical knowledge** | Educated to degree level or equivalent in a relevant subject matter  Membership of Chartered Quality Institute  Lead auditor/assessor qualification  Knowledge of ISO 9001 with an understanding of the requirements of ISO 140001 and ISO 18001  Experience on civil engineering projects in a senior quality role |
| **Attributes and skills** | Ability to work in a team environment contributing across a business unit or area  Good management skills, with the ability to motivate self and colleagues to achieve high standards of compliance  Good operational planning and time management skills; able to manage projects simultaneously without compromising on standards and quality  Ability to ensure standards and specifications are met  Ability to work with colleagues to deliver project and operational performance  Sound knowledge of construction practices and standards  Specialist knowledge in chosen field |