## 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 pictureDrives well to achieve consistent resultsDeliver a quality performance consistently |
| **Analytical thinking and decision making**  | Rational and systematic analysis of situation to enable decisions on more varied issuesQuestioning the evidence to evaluate issues |
| **Communication** | Communicates positively with clarity and understanding Presents information in a structured wayDemonstrates confidence when communicating in own subject  |
| **Dealing with change** | Sees potential of new ideas and situationsTake a pragmatic approach to changeConsiders impact of change on others as well as selfAbility to explain the effects to colleagues  |
| **Teamwork** | Develop inter-team collaboration inside and outside companyUnderstand the role of a team and how it delivers the objectivesCan 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 influenceAssume responsibility – organising and guiding where necessary |
| **Managing resources**  | Create a plan for a familiar project or processInterpret a plan and decide what resources are requiredBring resources together and ensure they are efficiently deployedAble to call upon and manage diverse skills and methods to deliver results  |
| **Negotiation**  | Understand the others point of viewMake an objective and structure case with pros and cons Understand the need to give and takeUnderstand and defend a position |
| **People Development**  | Can respond within test frameworks of development to identify own needsUses 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 specificationOperate and promote a high standard of health and safety and environment compliancePrepare and review project quality documentation including management plans, inspection and test plans, check sheets, and non-conformance reportsPrepare and review handover documentation and recordsContribute to the preparation of health and safety filesLiaise with the customer on quality issuesLiaise with subcontractors and the co-ordination and review of subcontractor documentsUndertake audits and inspections to ascertain compliance with the requirements of the company management systemUndertake audits, inspections and surveillance of the supply chainPrepare regular quality reportsProvide support and advice to staff on quality issues and controlsMaintain quality records on the company SHEQ trackerPrepare quality submissions for tender submissions |
| **Qualifications, training and technical knowledge**  | Educated to degree level or equivalent in a relevant subject matterMembership of Chartered Quality InstituteLead auditor/assessor qualificationKnowledge of ISO 9001 with an understanding of the requirements of ISO 140001 and ISO 18001Experience 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 areaGood management skills, with the ability to motivate self and colleagues to achieve high standards of complianceGood operational planning and time management skills; able to manage projects simultaneously without compromising on standards and qualityAbility to ensure standards and specifications are metAbility to work with colleagues to deliver project and operational performanceSound knowledge of construction practices and standardsSpecialist knowledge in chosen field  |