

## Quality Manager - Level 1

<b>Generic title</b>	Senior Manager - 2
<b>General Description</b>	<p>People at this level will manage a function, a number of managers or an income stream.</p> <p>In operations they will manage multidisciplinary construction projects or medium sized sites and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction and in accordance with Morgan Sindall standards. They will play a major role in ensuring Health, Safety and Environmental Policies are delivered.</p> <p>In commercial they will manage contracts and may lead on a framework, project, special works or design.</p>

## 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>See potential of new ideas and situations</p> <p>Takes 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>Takes 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 resource plan for an unfamiliar or potentially complex project</p> <p>Manage others to implement effective planning, problem-solving and decision making</p> <p>Understand the resource implications on the business plan</p>
<b>Negotiation</b>	<p>Understand the other's point of view</p> <p>Make an objective and structured 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>Grow a team that is aligned with the business objectives</p> <p>Understand strengths and weaknesses of team members and work with them to good effect</p> <p>Understand ambition and manager expectations</p> <p>Use of a wide range of development tools</p>

## Role definition

<b>Summary of role</b>	To provide strategic direction and leadership to a team of quality professionals across multidiscipline projects and/or programmes of work. Ensuring the continual improvement of quality performance and promote a positive quality culture. Responsibility for the monitoring of compliance to relevant legislation, company policies, processes and standards in order to minimise risk and to maximise efficiency in line with our philosophy of Perfect Delivery. Promote standards in line with 100% SAFE and our commitment to being a responsible business.
<b>Responsibilities and accountabilities</b>	<p>Lead quality improvement programmes, appropriate to the business sector. Development of the quality capability to meet the future needs of the business. Promote a learning culture which strives for continual improvements by learning from experience and seeking out best practice and providing innovation.</p> <p>Develop an appropriate suite of 'Quality KPIs' and monitor performance against these KPIs.</p> <p>Reduce the 'Cost of Poor Quality' through improved delivery practices and focussed education of the workforce.</p> <p>Plus QM 2 responsibilities as applicable</p>
<b>Qualifications, training and technical knowledge</b>	<p>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>Demonstrable experience in a similar role/industry</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>Experience in the design and delivery of training programmes.</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> <p>Knowledge of Culture Change &amp; Development</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 employees to achieve high standards of compliance.</p> <p>Excellent organisational, planning and time management skills; able to manage projects simultaneously without compromising on standards and quality.</p> <p>Sound knowledge of the construction industry.</p> <p>Ability to ensure standards and specifications are met.</p> <p>Ability to work with senior management to set project and operational targets.</p> <p>Excellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders.</p>