

Job Description:
Quality Assurance Manager

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| Function: | Quality Safety Environment |
| Job:  | Quality Assurance Manager |
| Position:  | **Quality Assurance Manager** |
| Job holder: | none |
| Date (in job since): | n/a |
| Immediate manager (N+1 Job title and name): | Head of Compliance |
| Additional reporting line to: | n/a |
| Position location: | Leeds/Home Based |
| 1. Purpose of the Job  |
| * The role will have particular focus on quality management system of the DWP contract and developing processes and procedures to embed all the requirements of quality standards such as ISO9001; ISO14001 and OHSAS18001 in order to support the Sodexo accreditations and Client accreditations, providing assurance by leading on internal audit programme.
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| 2. Dimensions and Delivery Areas |
|  | * Build Quality Management System compliant with ISO 9001
* Create internal processes and procedures and document control system
* Deliver full scope and plan internal audits
* Build programme corrective and preventive actions
* Support assurance that all the relevant legal and contractual obligations and good industry practices are met within the DWP Contract
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| 3. Organisation chart. |
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| **4. Context and main issues**  |
| * Shape Quality Management System for DWP Contract (Sharepoint or another Sodexo recommended platform)
* Deliver internal audit programme, action plan, allocate owners and manage completion
* Design and provide comprehensive internal quality reporting
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| 5. Main assignments  |
| * Prepare templates documents and support process owners in delivery of required documented processes and procedures
* Monitor document control
* Manage Quality Management System documentation and support Contract teams in regular reviews
* Ensure audits are scheduled and completed in alignment with audit programme.
* Ensure audits are completed, written up and submitted with all corrective actions agreed within the mandated timescale
* Ensure audit reports and their findings are available
* Monitor if audit findings are followed up by the owners for closure of any non-conformances and/or observations and flag any discrepancies
* Develop and produce compliance reporting
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| 6. Accountabilities  |
| * Quality Management System documentation is up-to-date, relevant and version control maintained
* Delivery of internal quality audits and action plans
* Maintenance of audit database and action plans
* Timely reporting
* Ability to develop and deliver ad-hoc audits
* Support Head of Compliance and Quality Lead Auditor in quality related issues of DWP Contract and Client queries
* Identify risks in the Contract, report and mitigate via formal risk management process.
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| 7. Person Specification  |
| * Demonstrable working knowledge of QSE working practices
* Sufficient and relevant experience within a similar sector (within a Facilities Management Delivery Model)
* Minimum 5 years’ experience of compliance and audit management systems (Lead Auditor ISO 9001, OHSAS 18001)
* Experience of Quality Management System
* Educated to HNC/HND standard (Degree level)
* Ability to assimilate complex information quickly and confidently present your analysis to an external client and all levels of their management team
* Ability to organise workloads and to prioritise effectively
* Full UK driving licence
* IT Skills – Good working knowledge of MS Office, including:

Sharepoint (building of Quality Management System)Word – create and edit documents and reportsExcel – able to use intermediate data analysis toolsPowerPoint – intermediate level  |
| 8. Competencies  |
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| **Competency** | **Key Areas** |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Focusing on client and customer
* Strategy and implementation
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| * Rigorous management of results
 | * Business and financial acumen
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| * Innovation and Change
 | * Intellectual agility and eagerness to learn
* Personal and influencing skills
* Driving for change
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 26th May 2017 |
| Document Owner | Joanna Powaga  |

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