

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