

Job Description:
QSE Manager

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| Function: | Quality Safety Environment  |
| Job:  | QSE Manager  |
| Position:  | **QSE 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 and Health and Safety management of the DWP contract

 * The QSE Manager will provide technical and legislative support to all internal teams which deliver a broad range of Facilities Management services and direct safety support to DWP employees
* The QSE Manager will be responsible for several KPIs – i.e. Safety Training delivery, accident reporting and investigation, DSE risk assessments and reasonable adjustments, property compliance
* The QSE Manager will be responsible for maintaining and developing systems which ensure that risks are being managed in accordance with legal, statutory and contractual requirements
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| 2. Dimensions and Delivery Areas |
|  | * Deliver in full the requirements of DWP’s Health and Safety policies and guidance on health and safety matters
* Ensure all the obligations of the Health and Safety at Work Act 1974, the Regulatory Reform, (Fire Safety Order), 2005 and other relevant Acts, Laws, Regulations and good industry practices are fully delivered within the DWP Estate and DWP Estates Supply Chain.
* Delivery of DSE risk assessment, management of Fire & Bomb Marshalls, 1st Aid Assessment of Needs, assurance of risk assessments undertaken by external providers
* Ensure accidents and incidents are reported and suitably investigated and corrective & preventive action plan in place
* Assurance of all property related statutory inspections and surveys
* Management of QSE Audits
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| 3. Organisation chart. |
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| **4. Context and main issues**  |
| * Develop and improve risk assessment process ( DSE, 1st Aid assessment of needs)
* Assure suitable and sufficient risk assessments carried out by external FM providers
* Maintain and improve accident reporting process and support accident investigations, corrective and preventive actions
* Develop and maintain compliance management systems
* Ensure internal and external customers are aware of compliance gaps
* Ensure suppliers fulfil the duties of their contract and report accordingly to the Supply management team
* Work within scope of their contract and report according
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| 5. Main assignments  |
| * Carry out risk assessments, monitor completion of action plans
* Undertake QSE audits as per contract requirements
* Support accident investigations and monitor completion of corrective and preventive action plans
* Ensure that all information generation is efficient and used effectively
* Ensure all compliance aspects can be demonstrated in KPI/Report styles for ease of understanding and actions
* Ensure that certification registers are maintained within the system
* Define and co-ordinate safety requirements for emergency plans, fire drills, access control, co-ordination of suppliers
* Provide technical input to ensure new legislation is implemented
* Work alongside the Suppliers, Supply Management Team and Account Management Team in order to achieve best practice and greater level of compliance
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| 6. Accountabilities  |
| * Delivery of risk assessments, assurance of risk assessments undertaken by others, development of corrective and preventive actions
* Maintain the accident and ‘near miss’ database and prepare reports for Health and Safety Committee and Client, using statistical and other analytical tools. Inform the Health and Safety Executive (HSE) of accidents or incidents that require notification.
* Attend regular Client Health, Safety and Risk meetings
* Line management of the QSE Coordinator
* Identify risks in the supply chain, report and mitigate via formal risk management process.
* Manage and report on supplier performance in relation to QSE and assist with development of corrective actions
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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)
* Experience of compliance and audit management systems
* Experience in accident investigation
* Experience in delivering direct safety support to office based employees
* Experience of Quality Management System approach
* Educated to HNC/HND standard ( Degree level plus Level 6 in Health and Safety)
* Ability to carry out data analysis with sharp attention to detail
* QSE and/or Auditing qualification
* Full UK driving licence
* Ability to organise workloads and to prioritise effectively
* IT Skills – Good working knowledge of MS Office, including:

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 | 25th May 2017 |
| Document Owner | JP |

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