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| **Role:** | Quality Manager | **Reports to (Business):** | Head of HSEQS |
| **Location:** | Hoddesdon | **Reports to (Function):** | HSEQS |
| **Current Job Holder:** |  |

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| Overall Role Purpose: |
| To facilitate implementation and development of the Quality Management system (QMS) for VolkerHighways.   * Liaise with the external assessment bodies on all matters related to the external accreditation process. * Ensure the promotion of awareness of customer requirements throughout the organisation. * Ensure that processes needed for the Quality Management System (QMS) are established, implemented and maintained. |

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| Key Accountabilities: Describe the key tasks and responsibilities the job-holder has on an on-going basis. |
| * To ensure that information, training and instruction and task-specific advice on quality management meets the needs of employees and those working on our behalf. * To ensure that the QMS and associated supporting information incorporates construction and highways maintenance. * To ensure that the requirements of the QMS are being applied on operational projects and associated activities. * To monitor operational compliance to the QMS and the requirements of the BS EN ISO 9001:2015, ensuring implementation of effective improvement/preventive measures. * The reporting of quality related performance information, including but not restricted to audits, non-conformances, defects. * The effective use of Workspace and Project SMART functionalities in their relation to operational records. * To ensure that quality aspects of pre-qualification questionnaires and tenders are in accordance with the QMS. * To provide assistance to Business Development for Quality submissions for pre-qualification questionnaires and tenders. * Timely responses to pre-qualification questionnaires and tender submissions. * All VH quality planning meetings, inspections and audits are completed within specified timescales * All non-conformances are closed out within specified timescales. * Fulfil the requirements for on-the-job quality awareness training. * Facilitate management reporting requirements on quality compliance. * Demonstrable improvement of the QMS. |

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| Interfaces: Definition of the mutual expectations between roles that are interdependent and have points of interface. Think of the key processes in which this role is involved and the interfaces within this. | |
| **Internal Contacts** | **External Contacts** |
| Head of HSEQS | Clients |
| Environmental Manager | Supply Chain |
| Health and Safety Manager(s) | BSi/NHSS/Achilles/Lantra Awards |
| Director of Corporate Responsibility | Subcontractors |
| Quality Advisor |  |
| VolkerHighways MD |  |
| Corporate Responsibility e.g. IMS Team |  |
| VH employees and Sub-Contractors |  |

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| Delegated Authority: The decisions that the role holder is allowed to make. |
| To be agreed with Head of HSEQS. |

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| **Limits of Financial Authority:** |
| Any potential expenditure to be agreed with the Head of HSEQS. |

**Career Path Information**

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| Required Qualifications / Expertise: |
| * Associate member of the Chartered Quality Institute (CQI) (or working toward). * Internal Auditor (ISO 9001:2015) with demonstrable experience of 1st, 2nd, and 3rd party audits. * Diploma in Quality Management (and ideally educated in an engineering discipline e.g. Civil/Mechanical/Structural Engineer). * Demonstrable construction and highways maintenance experience is essential * Training and presentation experience throughout all levels of an organisation, preferably trained to ‘Train the Trainer’ level. * Good interpersonal skills with the ability to guide and educate/train at all levels * CSCS card holder. |

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| Key Competencies required for this Career Level: | |
| **Technical** | **Behavioural** |
| Diploma in Quality Management (or working toward) | Good presentation, written, analytical and IT skills |
| Associate member of the Chartered Quality institute (CQI) (or working toward). | Good interpersonal skills with the ability to guide and educate/train at all levels. |
| Internal Auditor (ISO 9001 2015). | Self-confidence to build strong working relationships internally and externally. |
|  | Good communication skills, with the ability to persuade. |
|  | The ability to work as part of a team, problem solving ability and organisational and planning skills. |

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| Critical Development Experiences – Development and experience to be obtained before moving to the next level:   * What are the key development experiences that a person should obtain at this point in their career that will prepare him or her for the next career step? * Are there specific stretch assignments that a person should seek at this point in his or her career? * Are there important roles that a person should obtain at this point in his or her career to prepare him or her for more formal leadership roles? * What has been found to be crucial to be ready for the next career step? |
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| **Please note:  This Job Description is not exhaustive and staff will be required to undertake duties other than those listed.** | | | | | |
| **Agreed copy** | | | | | |
| **Signature:** |  | **Name:** |  | **Date:** |  |