



Role Profile

Role Title	Quality Management and Assurance Manager				
Business group and team	HSSEQ: Quality Assurance Team				
Job Purpose Overview	<p>A key role within the Quality Assurance Team. The main objective of this role is the monitoring and management of the FCDO Services Quality Management System in accordance with ISO 9001:2015, driving the quality assurance and compliance function, maintaining the globally recognised BSI (British Standards Institution) accreditation.</p> <p>The role holder will be responsible for:</p> <ul style="list-style-type: none">• Building and managing the audit schedule for FCDO Services, to include the co-ordination, planning and control of internal audits in accordance with ISO standards and internal business process – Project Process Map (PPM)• Managing the completion of QMS action plans, working with senior stakeholders to address any non-conformities and taking them to successful resolution.				
Organisational position	<p><i>Insert organisational chart or give brief description of where the role sits in the organisation. (To comply with our security rules, only provide the name of the job).</i></p> <p>Assistant Director: HSSEQ</p> <p> </p>				

Main responsibilities, focusing on the required outputs:

- To drive the implementation and management of the FCDO Services Quality Management System in accordance with ISO 9001:2015 including the management, development and implementation of internal audits within FCDO Services.
- To understand and audit the Project Process Map (PPM)
- To produce comprehensive audit reports, identifying good practice, issues and non-compliance, analysing the information by identifying root causes in order to recommend corrective action.
- To build and manage the ISO audit schedule and PPM audit schedule.
- Drive opportunities for collaboration across FCDO Services through engagement, sponsorship and the delivery of successful QMS action plans, enabling a successful conclusion to the BSI continuous improvement assessment visits to ensure FCDO Services ISO 9001:2015 accreditation.
- Facilitating the planning, management and coordination with key stakeholders for all BSI external audit assessments and training sessions; including all payments for certification and assessments.
- Set direction and promote greater understanding of ISO 9001 and PPM across the business in order to drive the continuous improvement process, including facilitating workshops with key stakeholders.
- Manage adherence to ISO 9001 processes, meeting with process owners and reviewing and updating processes and documentation where required.
- Facilitating and leading the Quality Management Reviews, including process owners and top management, to ensure all ISO 9001 requirements are aligned with the business strategies and objectives. To ensure that corrective actions are addressed that could jeopardise the accreditation.
- Develop a programme for auditing existing and new processes/service areas for their ISO 9001 compliance.
- To manage the audit progress, capturing and updating information in a timely and accurate manner.
- Maintain the management of the FCDO Services Quality Manual, ensuring that it is communicated and understood by all key stakeholders.
- Understand and implement a structured path for FCDO Services future QMS requirements, identifying positive impacts to improve the quality of service throughout the organisation.
- To develop a network of internal and external contacts to keep abreast of changes within the business that could affect the scope of the ISO 9001: 2015 accreditation.
- Develop and maintain specialist knowledge and awareness in the area of Quality Management
- To promote a culture of continuous improvement across FCDO Services Quality processes; by assisting stake holders to operate within specified guidelines through regular process reviews and identifying gaps for improvement.
- Continual development of the QMS/ISO 9001:2015 and other management systems; extending knowledge and awareness across FCDO Services
- To assist with the implementation of other ISO standards in line with business needs

KNOWLEDGE AND KEY SKILLS

Essential:

- QMS/ISO 9001:2015 background and experience (BSI training: Auditing to ISO 9001:2015 Standard;
- Qualified to audit against additional ISO standards, e.g. ISO 20000 & ISO 27001
- Ability to understand and translate high level process implications easily without being a subject matter expert
- Audit reporting writing
- Excel knowledge and the ability to analyse relevant data for the reporting.
- Excellent communication skills; proven organisational and project planning skills; with an ability to influence and engage others
- Ability to quickly build successful business relationships at all levels, both internally and externally and the ability to influence at senior management level
- Ability to work autonomously and effectively as part of a team
- IT knowledge; with extensive practical experience of the Microsoft Office Suite

Desirable:

- Motivated self-starter
- Auditing experience
- Experience of working within government

CORE BEHAVIOURS

Top three for job:

Managing a Quality Service

- Seeing the Big Picture
- Collaborating and Partnering
- Working Together

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- ISO 9001:2015 certification maintained for FCDO Services.
- To ensure that FCDO Services Quality objectives are met.
- Preparation of accurate and timely audit reports, including identifying any non-conformities and managing an action plan to address these.
- Positive Engagement and awareness of sustainability and key issues across the organisation in order to support government targets.

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
Y/N	£ per annum	Y/N
Reports to: (Role Title and Grade)		
Direct Reports: (Number and grades of staff)		