

JOB DESCRIPTION

JOB TITLE:	Quality Manager
MANAGED BY:	Service Manager of HSEQ
GRADE:	Grade 10

BACKGROUND

The West of England Combined Authority is seeking to appoint a Quality Manager to join the Infrastructure team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

PURPOSE OF THE JOB

To lead in the provision of professional Quality Management and Assurance advice across the Combined Authority delivery teams. Provide specialist support to those teams, co-ordinate the relevant organisational activities and facilitate compliance with governance and all relevant Combined Authority processes and procedures. Ensure compliance with relevant legal, industry and organisational, standards and governance. Build a culture of Continual Improvement.

KEY RESPONSIBILITIES

- Working with the PMO to review and update the Combined Authority governance, processes and procedures as required to meet organisational needs
- Designing organisational quality standards, procedures and specifications
- Reviewing existing procedures to ensure they meet the current guidelines and legislation.

- Ensure/drive the use of and compliance with organisational processes and procedures and governance
- Use process controls and implement process improvement methodologies (PDCA, DMAIC)
- Based on a pre-planned cycle, conduct Performance Excellence Reviews of the Combined Authority programmes and projects
- Document the reviews and issue reports, adding findings to management reports and risk registers as necessary
- Analysis, trending and reporting of organisational performance metrics
- Conduct internal audits aligned with industry standards as required (e.g. ISO 9001)
- Analysis, trending and reporting of organisational nonconformities, CARs and continual improvement initiatives
- Provide advice relating to quality/business management systems
- Help teams to analyse, in a structured way, how they carry out their tasks, map out governance, processes and procedures and implement continual improvement plans required to ensure compliance and enhance performance
- An ability to communicate complex issues to diverse audiences, orally and in writing, in an easily understood, authoritative and actionable manner.
- Time management and ability to multi-task with competing priorities.
- Excellent decision-making capabilities and ability to make decisions and deal with conflicting priorities.
- Share best practice with Unitary Authority partners.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

- Degree or Equivalent
- 7-10 years' experience working in a Quality Management environment within the infrastructure development/delivery sector
- Possess the skills and experience to actively support internal auditing and assurance aligned with ISO: 9001
- Be proactive in seeking opportunities for the organisation to continually improve.
- Able to work with minimal supervision.

DESIRABLE

- ISO: 9001 Lead Auditor trained
- Experience of working in a public sector environment

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets

- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £14.21 - higher than the government minimum for **over 23s, currently £9.50 per hour**



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.