

# Quality manager

## Role brief

<b>Directorate</b>	Strategy and corporate services
<b>Team</b>	Group Infrastructure – quality management and project delivery
<b>Base location</b>	Bristol, Harwell
<b>Grade</b>	C
<b>Level</b>	16
<b>Job family</b>	Professional services
<b>Date</b>	13 December 2016
<b>Reports to</b>	Head of quality management and project delivery
<b>Responsible for</b>	Management of Jisc wide quality management systems.

### 1. Background

Jisc is the UK higher, further education and skills sectors' not-for-profit organisation for digital services and solutions.

We:

- Operate **shared digital infrastructure and services**
- Negotiate **sector-wide deals** with IT vendors and commercial publishers, and
- Provide trusted **advice and practical assistance** for universities, colleges and learning providers.

We operate Jisc as a single, conceptual organisation and provide easy-to-use, accessible corporate services and functions. We are responsible for: group infrastructure (IT and estates, including facilities), the strategic support unit, people services, governance, and legal and contracts.

Jisc's systems are built on a cloud first, class leading infrastructure that ensures that our staff have the systems they want, when and where they want them. We are developing our quality management and project delivery function to develop Jisc's quality systems, process management capability (including business analysis) and the development of Jisc's programme management office capability. This role will support the management of the quality management systems within Jisc.

### 2. Purpose and scope

To manage the operation and performance of the quality management systems, ensuring – in collaboration with the head of quality management and project delivery - the successful delivery of business strategy, key performance indicators (KPIs), quality systems and objectives, whilst adhering to regulatory compliance and achieving commercial success. Specifically, managing the following quality systems:

- ISO 9001
- ISO 27001 (in conjunction with information security manager)
- ISO 20000 or ITIL framework (in conjunction with head of service management)

## 3. Key accountabilities and role outputs

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

### Quality system management

- Manage the provision, support, maintenance, development and internal promotion of the quality system to the ISO9001 standard so that it supports the work of the organisation
- Establish, support, maintain and develop an ISMS to the ISO27001 standard so that it supports the work of the company and ensure that it is, as appropriate, embedded into the quality system and other items as appropriate
- Maintain close liaison with the external organisations through which the directorate registers its ISO9001 and ISO27001 compliance.
- Ensure that head of quality management and project delivery is informed of the status of the ISO9001 and ISO27001 systems and that appropriate action is taken to maintain the systems in a good order
- Oversee the delegation of work to any direct reports
- Set annual performance targets for team members and conduct performance reviews

### Specifically

- Ensure that a document control procedure is adopted to approve, review and update all changes to critical documents within the scope of the quality management system (QMS)
- Ensure that records are established and maintained to provide evidence that the QMS is being followed and that there is a system in place for the identification, storage, protection, retrieval, retention time and disposition of such records
- Ensure that the performance of the QMS is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review means assessing opportunities for improvement and the need for changes to the QMS
- Ensure that quality objectives are set by senior management for measuring the performance of the QMS and that these are regularly reviewed
- Ensure that all new staff are inducted into the requirements of the QMS related to their own roles and responsibilities. Provide update training as necessary
- Ensure that all suppliers used by the organisation are selected, evaluated and re-evaluated and that records of this assessment are maintained
- Ensure that senior management undertakes periodic but regular assessments of customer satisfaction and that consequent improvements are identified and implemented
- Ensure that an internal audit programme is adopted to verify that the QMS conforms to planned arrangements, QMS arrangements and is effectively implemented and maintained. Ensure that appropriate action is taken when this is not the case
- Analyse data on the effectiveness of the QMS and evaluate where continual improvements of the QMS can be made. This shall include data generated as a result of monitoring and measurement and from other relevant sources.
- Co-ordinate continual improvements of the QMS, ensuring that evidence of corrective and preventive actions taken are recorded and reviewed.

## People management

- Manage the quality team of circa one staff
- Matrix management with responsibility for permanent and contracted staff (when delivering projects cross group infrastructure or Jisc)

## 4. Skills, knowledge and experience

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Professional qualification in quality system management and/or significant experience in a similar role</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Considerable experience of, or exposure to, a ISO9001 implementation</li> <li>• Considerable experience of, exposure to ISO27001 implementation</li> <li>• Experience of service delivery in a QMS environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within an education or research environment will be an advantage.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of systems, software, technologies, communications and suppliers to support the delivery of quality systems</li> <li>• Understanding of QMS design and their implementation</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and an ability to build strong working relationships</li> <li>• Strong people management and technical skills</li> <li>• Ability to translate technical concepts</li> <li>• Innovative thinker – turn customer requirements into workable solutions</li> <li>• Excellent time management skills</li> <li>• Process orientated</li> <li>• High level of attention to detail</li> </ul>	

## 5. Key contacts

- Head of quality management and project delivery
- Director group infrastructure
- Heads of Jisc corporate functions and senior managers and colleagues across the organisation
- Jisc partners and collaborators including commercial providers
- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the Jisc group infrastructure team

### **Important additional information**

The head of quality management and project delivery will discuss all elements of the role brief with the post holder, it is recognised that role requirements may change over time to align with business need.

The information contained within this role brief is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.

As Jisc is a geographically dispersed organisation there will be a requirement to travel to other sites in support of business delivery.