



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Quality Manager, Facilities Directorate**



**Salary: Grade 8 (£41,526 – £49,553 p.a.)**

**Reference: FDFAC1035**

**Closing date: 17 November 2019**

# Quality Manager

## Facilities Directorate

**Do you enjoy driving improvement across an organisation? Would you relish the opportunity to establish a range of quality systems across the Facilities Directorate?**

The Facilities Directorate (FD) provides a range of services including facilities management, residential services, operation and maintenance of the estate, development projects, sustainability services and commercial services such as catering and sports. This role provides a significant contribution to the strategic direction of the Directorate to deliver a consistent approach to management standards across the services and promote a positive culture of continuous improvement.

Responsible for developing, implementing and maintaining the Facilities Directorate management standards strategy, this will require working with and influencing the Senior Management Team, internal staff and external stakeholders. You will gain an understanding of the current approach to standards certification across the FD and recommend opportunities for improvement. You will establish a Quality Management Team that will develop strategy, policies, processes, standards and systems for the FD.

The Quality Manager will be responsible for gaining certification to management standards and will be required to regulate, control and improve processes. Following implementation of the system(s) you will manage the assurance process to ensure that all non-conformities are effectively corrected.

Good people management and communication skills are essential for the role with the ability to balance support and challenge to motivate others.

### What does the role entail?

As a Quality Manager your main duties will include:

- Leading the introduction and development of new systems and procedures that will significantly improve the way the FD operate;
- Leading the development, implementation and maintenance of the FD standards strategy;



- Working with the FD Senior Management Team to develop the approach to standards across the FD and subsequently deliver the quality management strategy;
- Managing, coaching and developing a high performing Quality Systems Team that deliver best practice, added value and support continuous improvement;
- Working proactively with external bodies to ensure all external registration requirements are met;
- Working in consultation with teams across the FD to ensure that all systems and procedures are updated, revised and modified to meet the requirements of external certification bodies;
- Influencing strategic decision making by providing expert advice and guidance;
- Leading the development and implementation of a consistent FD assurance process, an audit schedule and corrective actions feedback loop which ensures standards are consistently achieved and maintained;
- Implementing a consistent process to monitor and report on customer feedback, complaints and service inspections and ensure corrective actions are undertaken;
- Service regular management review and audit performance meetings and facilitate teams to share ideas, lessons learnt and improve operation;
- Developing FD-wide processes to co-ordinate, monitor and ensure the completion of all service inspections and provide detailed analysis of non-conformities;
- Owning the EQMS IT system; ensuring that faults and problems are dealt with in a timely and effective manner and improvements are identified and prioritised;
- Responsibility for training people about the quality management policy and process;
- Working closely with the Business Improvement Team to identify and support improvement opportunities.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



## What will you bring to the role?

As a Quality Manager you will have:

- Experience working as Quality Manager or similar in a large organisation including proven success in the introduction of a Quality Management system;
- Experience of managing change to support the development of proposals;
- Good working understanding and knowledge of ISO 9001:2015, ISO 14001:2015, and OHSAS 18001:2007 or equivalent;
- Proven experience in auditing an organisation against a quality system;
- Ability to work independently using own initiative to manage, plan and prioritise your work and the work of teams to ensure all targets are met;
- Excellent leadership and communication skills with the demonstrable ability to work effectively with others at all levels across an organisation;
- Strong analytical skills, including the proven ability to provide data and reports suitable to different audiences.
- Excellent written, verbal and presentation skills;
- Focused, target driven with a positive, can-do attitude with an ability to work under pressure and to deadlines.

You may also have:

- Membership with the Chartered Quality Institute (CQI) would be advantageous;
- A recognised ISO auditing qualification and auditing experience;
- Previous operational management experience in an Estates Management or Facilities Management environment;
- Experience of working in the Higher Education sector;
- A relevant degree, or relevant HND, BTec Professional Level 5 Award or equivalent NVQ Level 5 qualification.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.



## Contact information

To explore the post further or for any queries you may have, please contact:

**James Robson, Head of Programme Management Office**

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Email: [j.robson2@leeds.ac.uk](mailto:j.robson2@leeds.ac.uk)

## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

