



Job Description

Job Title:	Quality Manager
Reports To:	Head of SHEQ
Key Internal Interfaces:	Head of SHEQ, All Operations Staff, Planners and site staff, all employees a
Key External Interfaces:	Sub-contractors, clients and customers, training providers
Location	Hybrid with regular travel where needed

Main Purpose of Role

As Quality Manager, you will be responsible for assisting in developing and maintaining Quality Management across the business.

ITS is a fast paced, growing business certified to ISO 9001, 14001, 22301, 27001 and 45001 standards. You will support the SHEQ function within the business and will assist in maintaining and continuously improving the Quality standards and Management Systems.

Main Duties and Responsibilities

- Ensuring contractual and quality requirements are developed, understood and met.
- Developing, communicating, implementing and promoting project quality plans.
- Developing and implementing quality control audit plans.
- Identifying testing specifications for projects.
- Evaluating and testing the composition, appearance, and functionality of installations and builds both during and following completion.
- Assisting Operations team members to complete quality audits and overseeing their work.
- Collaborating with Operations employees on quality standards and procedures.
- Ensuring that products comply with industry standards.
- Documenting defects and recommendations for improvement.
- Preparing and presenting quality audit reports to Management.
- Keeping abreast of industry standards and regulations.
- Reporting on project quality performance and ensuring all key issues are addressed with agreed solutions.
- Ensuring appropriate systems and procedures are in place for use by the project team including:
 - project quality benchmarking at initiation;
 - project quality monitoring;
 - project quality reporting;
 - corrective actions

- Liaising with quality sub-contractors to ensure issues are dealt with in an appropriate timescale.
- Undertaking continual improvement activities and lessons learnt to increase the effectiveness and efficiency of the programme.
- Routine meetings, strengthen interactions with the customer and sub-contractors in respect of quality performance.

Other Duties and Responsibilities

- Act in accordance with our values and behaviours
- Take active responsibility for your own career development and performance.
- Ensure your conduct is within our policies.
- Involvement in the maintenance of ISO Integrated Management System.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned from time to time by their manager or a senior leader.

This job description may vary to reflect changes within the marketplace, the department, or the business.

