

Role summary

Foster + Partners, the award-winning integrated design practice have an excellent opportunity for an experienced Quality Manager to join the Technical Design Team (TDG). The TDG work closely with all project teams throughout design and construction supporting the development of high-quality technical designs in line with project aspirations and Foster + Partners' standards and policies. Your duties will include the development, management, and delivery of the office quality management system. Key requirements include the development of a system of audits and management reviews, monitoring performance, driving improvements, creating compliance reports, and collecting feedback from employees and clients in support of the company mission and quality objectives.

Role Definition

Job title: Quality Manager
Reporting to: Head of Technical Design

Responsibilities

- Establish and maintain an effective integrated quality management system (QMS) to ensure compliance with business objectives whilst achieving ongoing compliance with ISO 9001.
- Champion continual improvement.
- Communicate the requirements of the QMS to all levels of the business
- Working throughout the organisation to integrate and align all relevant operations into the QMS
- Assess the opportunities of including other ISO standards to expand the QMS.
- Reviewing existing procedures to ensure they are effective, meet current guidelines and objectives.
- Designing and maintaining quality standards and procedures.
- Managing internal and external audits and management reviews, collating data and ensuring all resulting actions are addressed.
- Ensuring that all processes meet safety, legal and other national or international standards.
- Collating data from all departments and the preparation of regular performance status reports, communicating to management on effectiveness of the quality system.
- Monitor quality trends, contribute to process improvements, and collaborate with internal teams to align quality standards across the Practice.
- Investigating the root cause of non-conformances using a structured methodology and recommending and implementing solutions to drive continual improvements.
- Actively coaching and developing training to the organisation to ensure the QMS is communicated, understood and successfully implemented in day-to-day operations.
- Staying up to date with new quality control techniques, methods and industry standards.
- Contribute, or otherwise assist, as required
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
- Thorough knowledge of and compliance with F+P procedures and standards

Qualities and Skills required

- Able to demonstrate ability to undertake the above responsibilities
- Legally able to work in the country in which the position is based
- Degree educated in a relevant subject.
- 5+ years' experience in a similar position within a similar company/industry.

- Experience in design, implementation & management of integrated quality management systems.
- Experience in an engineering / construction environment.
- Experience in auditing, non-conformity, and corrective action management.
- Experience of technical authoring, with excellent written communication skills.
- Experience of project managing business improvement programmes.
- Strong organisational skills, ability to track multiple audit actions and objectives and synthesize the results.
- Strong research, investigation, and analytical skills.
- Strong understanding of QA concepts and methodology.
- Understanding of business management principles.
- Working knowledge of relevant software tools and computer literacy.
- Passion for quality, attention to detail and a commitment to innovation and continual improvement.
- Able to manage sensitive and sometimes confidential information
- Self motivated and able to take responsibility
- Able to demonstrate initiative and a proactive approach to daily tasks
- Excellent communication and interpersonal skills, able to work independently and as part of an effective team
- Flexible attitude
- Able to build good relationships at all levels, internally and externally
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members

Desired

- A member of recognised national quality-focused organisation.
- Certified ISO 9001 Auditor.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.