Role summary

Foster + Partners, the award-winning integrated design practice have an excellent opportunity for an experienced Quality Manager to join the Construction Review Group (CRG). The CRG aims to work closely with all project teams at all stages 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, 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 relevant legislation and business objectives whilst achieving ongoing compliance with ISO 9001.
- Champion continual improvement.
- Working throughout the organisation to integrate all relevant operations into the QMS and develop the QMS to include other ISO standards (such as 14001 and 19650-1).
- 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 weekly, monthly, and annual 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.
- Leveraging internal and external resources to administer policies and procedures consistently 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 understood and successfully implemented in day-to-day operations.
- Staying up to date with new quality control techniques, methods and industry standards.

Qualities & Skills required

Essential

- Degree educated in a relevant subject.
- 7+ years’ experience in a similar position within a similar company/industry.
- Experience in design, implementation & management of integrated 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.
• Excellent interpersonal and communications skills.
• In-depth knowledge of national and international industry regulations.
• 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.

Desirable

• 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.