

Role summary

Foster + Partners, the award-winning integrated design practice has an excellent opportunity for a Quality Systems Specialist to join the Technical Design Group (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. Key responsibilities include supporting the development, management, and delivery of the Practice's quality management system. Key requirements include the ongoing development of a system of audits supporting management reviews, monitoring performance, driving improvements, producing compliance reports, and collecting feedback from employees in accordance with the company mission and quality objectives.

Role Definition

Job title: Quality Systems Specialist

Reporting to: Architect, Associate Partner and ultimately to Head of Technical Design, Senior Partner

Responsibilities

- Support the development, implementation and maintenance of an effective integrated quality management system (QMS) to ensure compliance with business objectives whilst achieving ongoing compliance with ISO 9001.
- Support, coordinate and manage continual improvement initiatives.
- Support communication strategies to reinforce the importance and requirements of the QMS at all levels of the business.
- Work throughout the organisation to integrate and align all relevant operations with the QMS.
- Contribute to the assessment of potential opportunities to incorporate other ISO standards to expand and strengthen the QMS.
- Support and coordinate the review of existing quality management procedures to ensure they are effective, meet ISO 9001 standards, current guidelines and objectives.
- Support the development and maintenance of office quality standards and procedures in accordance with QMS guidelines.
- Support planning and conducting internal and supplier audits and ensuring all resulting actions are addressed.
- Support management reviews by collating and analysing information from various departments.
- Support the team to ensure that all processes meet safety, legal and other relevant national or international standards.
- Support coordination and data collation from various departments and the preparation of regular performance status reports, supporting the communication to the management on the effectiveness of the quality management system.
- Support monitoring of quality trends, contribute to process improvements, and collaborate with internal teams to align quality standards across the Practice.
- Ensure all non-conformances are documented and corrected. Report non-conformances, corrective actions, and preventive actions, and monitor their resolution.
- Support identification of the root cause of non-conformances using a structured methodology and recommend and implement solutions to drive continual improvements.
- Support the development of training across the organisation to ensure the QMS is communicated, understood and successfully implemented in day-to-day operations.
- Stay 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 Foster + Partners procedures and standards.

Qualities and Skills required

- Able to demonstrate the ability to undertake the above responsibilities.
- Legally able to work in the country in which the position is based.
- Excellent organisational skills.
- Degree in a relevant subject, or equivalent experience.
- Proven experience (typically 5+ years) in a similar position, ideally within an architecture, engineering, construction or related environment.
- 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 synthesise the results.
- Research, investigation, and analytical skills.
- 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 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 and able to cope with conflicting demands, able to prioritise duties and work effectively under pressure.

Desired

- Member of a 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.