

Job Description

Job Title: **Quality Management Systems Coordinator**

Responsible to: **Strategy & Governance Director**

Responsible for: Assisting to successfully **implement** Quality Management Systems (QMS) through supporting the Head of Strategy & Governance, to gain ISO9001 accreditation. Following accreditation, manage the QMS to **ensure compliance** and efficiency of process as directed by the Strategy & Governance Director.

Job Purpose & Context

- As Prosper **evolves** it is essential a robust governance model is implemented and adhered to, a central part of this will be the **development and subsequent management** of a structured QMS programme. The QMS Coordinator will undertake a **pivotal** role supporting the Head of Strategy & Governance to build this structure, achieve accreditation and implement a controlled process of **managing performance** against these standards as a business as usual activity
- This role will be performed by an individual who has experience of **implementing** a QMS system and **providing monitoring** experience following formal accreditation

Main Responsibilities

- To support the Head of Strategy & Governance to ensure that **Company Policies**, Procedures and Standards are established in a robust QMS with the relevant accreditation, kept **up to date** upon business changes, implemented and followed by communicating and working with colleagues at all levels of the Company
- To support the Leadership Team with the **Company Risk Management** and Objectives program and coordinate the preparation of the performance **dashboard** and provision of reports for management review
- To support the Head of Strategy & Governance to advise, **consult with** and train all relevant parties within the business including suppliers, customers and others concerning management system issues
- To provide support to the operation and to assist in **problem solving** concerning quality, environmental and Health & Safety issues throughout the Company
- To support the Head of Strategy & Governance to identify and **develop management systems and procedures** that will assist Prosper in the management of quality, environmental and health & safety requirements, to implement and periodically assist in the audit of corporate systems. These systems will include the overarching Quality Management System Manual, Procedures, Method Statements, Instructions, forms, etc. as appropriate
- **To assist** with the management of Non-conformances and **Incidents** to solve any related company issues.
- To support the Head of Strategy & Governance to manage and develop the **role of all team** members in the requirements of the QMS
- To assist with **external accreditation organisations** in communications or visits to the office.
- To liaise with the Leadership Team with regard to action arising from information from internal and external audits and other sources and to **advise** all colleagues accordingly in these areas
- To assist with the management of the environmental aspects and impacts of the Company
- To constantly seek and implement a **continual improvement philosophy** in all areas of responsibility

- Represent Prosper in a professional and knowledgeable manner to all stakeholders, partners and potential partners displaying a full understanding of the business.
- Any other duties commensurate with the grade and level of responsibility of this post, for which the post-holder has the necessary experience and/or training

Person Specification

ESSENTIAL

Experience:

- A minimum of three years' experience of implementing and managing Quality Management System Standards ISO 9001.
- Understanding of quality, environmental and health and safety management.
- Ability to thoroughly research topics and to provide effective analysis of findings
- Full understanding of standard IT packages including Microsoft Excel, Word and Powerpoint

Skills:

- Excellent planning and organisational skills
- Team building and Motivational Skills.
- Excellent communication skills both verbal and written communication, negotiation, report writing, presentations and the ability to speak articulately and confidently with senior level audiences
- Flexible, resourceful and efficient
- The ability to manage workload and prioritise task requests
- Working effectively as an effective team member or under own initiative

Education:

- A Levels / HND
- ISO 9001 Internal Auditor Training

Attitude:

- ★ Customer orientation – internal and external
- ★ Self-motivating, focused, persistent and task driven.
- ★ Full appreciation, awareness and understanding of Equality & Diversity issues

Behaviour:

- ★ Enthusiastic and demonstrates self-belief
- ★ Strong team working skills and collaborative approach to work-based tasks and working with all key stakeholders

DESIRABLE

- ISO 9001 Lead Auditor
- Multiple examples of working on QMS (ISO9001 accredited) **implementation** projects
- Experience of **supporting** the management and monitoring of an embedded QMS (ISO9001 accredited)
- Awareness of regulations in social housing
- Experience of working within a **commercial environment** delivering project outcomes