



Job Title: Quality Manager
Salary: Negotiable / Competitive
Location: London
Role Type: 32 hours/Permanent

OVERVIEW

Temple is one of the UK's leading independent infrastructure and property consultancies, specialising in environment, planning and sustainability. We believe in putting communities and the environment at the heart of decision-making.

With a dynamic team comprising of some of the most talented people in the industry, we work on exciting and complex projects where clients can leverage the full value of our insight and commitment.

Our current work portfolio includes: technical support to clients in the private and public sectors, at local and national levels and in the UK and overseas; Environmental Impact Assessments (EIA) and other support for HS2, Crossrail 2, iconic property developments and large regeneration schemes; support to construction activities, including the London Underground Northern Line Extension, HS2 and Thames Tideway Tunnel; a wide range of bespoke planning and environmental assessments – everything from air quality monitoring and Environmental Statement reviews, through to expert witness support in relation to aviation noise.

As we embark on the next stage of our phenomenal success story, we are looking for an enthusiastic and dedicated **Quality Manager** to join us on this journey.

If you are interested in this role, please send a covering letter setting out what you are passionate about and what you can bring to Temple, stating your current salary and the role/position/grade you are applying for, to recruitment@templegroup.co.uk. Please also attach a copy of your latest full CV

The Role:

In this role the successful applicant will be responsible for maintaining and improving our approach to quality management. We are committed to Total Quality Management, believing that our whole business approach and culture creates the quality in our services.

We are expanding our team and are looking for someone who is passionate about quality management and system thinking, who wants to take the next step in their career with this opportunity to help shape our future.

The role is ideally suited to someone which has worked as part of team and is now looking to take on the responsibility for quality management in a business.

The role will be a minimum 32 hours per week, currently remote working.

The Duties:

- Help in the development and embedding of a culture of client focus.
- Responsible for the maintenance and improvement of the Quality Management System (QMS) in accordance with ISO 9001 and ISO 9004.
- Monitoring and reporting on the effectiveness of the QMS and associated data, including:
 - Developing suitable KPI's and other performance indicators;
 - Internal and supplier auditing, and;
 - Reporting internally and briefing teams on analysis and consequences;
- Provide support to the generation of bids (proposals and tenders).
- Supporting our service lines in the development and operation of suitable quality control and assurance processes.
- Supporting other business functions (e.g. HR, IT, BD and Marketing) to 'own' their processes. Specifically, to assist them to develop, implement, operate to and improve their business processes.
- To play an active role in the business wide management of risks and opportunities.

Candidate:

Successful candidate will have:

Experience

- Quality management in the service sector
- Development and implementation of QMS, including:
 - process development, and;
 - internal training.
- Business improvement tools and techniques, such as Six Sigma, Kaizen, etc.
- Ideally, experience of business transformation programme(s).

Skills:

- Excellent organisation skills
- Excellent communication skills
- High level of business ethics and integrity.
- Analytical, problem solver and systematic thinker
 - Persistent and inquisitive in the pursuit of information and facts.
- Experience of effective remote working

Qualifications:

- Degree/Diploma in quality management or related discipline (essential)
- Lead Auditor qualification by recognised industry body (essential)
- Formal training in recognised root cause analysis techniques (desirable)
- Formal training in business improvement techniques (desirable)
- Membership of CQI or equivalent (desirable)