

Quality Assurance Manager

Where Manchester meets the world...

Manchester Central is an award-winning, globally renowned venue in the heart of one of the world's most vibrant cities. This iconic convention centre offers world class flexibility and state-of-the-art facilities that provide a dynamic venue for some of the world's leading conferences, exhibitions and events.

It is fundamental to our continued business growth that we have a compelling people strategy to help us realise our challenging company goals. This role will play an important part in sustaining our continued business growth.

Quality Assurance Manager

Competitive salary / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Manchester Central is pleased to announce the vacancy of a Quality and Assurance Manager. Reporting directly to the Director of Finance and Corporate Services, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Develop, implement, and manage processes to ensure that service delivery and internal controls meet the requirements for quality and consistency within the business.
- Identify opportunities to improve performance and overall quality and work with managers to develop programmes of improvement and assess the impact of any recommended changes.
- Review client feedback and propose changes to improve the customer experience.
- Support the Procurement Officer with the tender process, assisting with the creation of documents, placing of advertisements and tender scoring.

The ideal candidate will have:

- To be self-motivated with the ability to work unsupervised
- The ability to build and develop good working relationships
- To adopt a positive approach and commitment to learning
- The ability to demonstrate sensitivity, diplomacy, and tact

You must:

- Have previous experience as a Quality Assurance Manager or relevant role
- Thorough understanding and working knowledge of ISO9001
- Possess the experience of handling enquiries and resolving queries
- Be able to prioritise workloads

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: Quality and Assurance Manager

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 10th of December 2021(5PM) We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.

JOB DESCRIPTION

Quality Assurance Manager

SALARY:	Competitive
HOURS	37.5
WORKING PATTERN	Normally Monday – Friday but may need some flexibility to support the needs of the business.
LOCATION AND BUSINESS AREA	Manchester Central Convention Centre – Corporate Services. This role will also involve visits to our off-site locations at Runway Visitor Park, Central Library, St Peter’s Café and Town Hall extension, however it will be mainly office based.
AIM OF THE ROLE:	<p>Responsible for the development and management of the Company’s Quality Management System, monitoring performance against set standards, advising on non-compliance issues suggestions ways to improve processes and systems to ensure continuous improvement in the delivery of excellence.</p> <p>The role is also responsible for managing the legal register and ensuring compliance with applicable laws and regulations, updating managers as necessary to ensure the business remains current.</p> <p>The role will also support the Director of Finance and Corporate Services to deliver projects across the wider business.</p>
DIRECTLY RESPONSIBLE TO:	Director of Finance and Corporate Services

About the Role

The company has successfully operated under a quality management programme for a number of years and achieved ISO9001. However, the business closed in March 2020 and only re-opened in September 2021, during this time there has been numerous system and personnel changes, together with changes in processes and legislation and the quality management system has not been maintained whilst the business was closed.

This is a rare opportunity to begin again in an organisation that already operates with a quality culture and to take on full responsibility for the design, implementation and maintenance of the quality monitoring systems.

The post holder will also be responsible for redesigning the document management system, policy and process review and corporate governance with the goal to ensure the business is run efficiently and effectively, and to ensure the high quality and consistent delivery of operations and services to support the long-term success of the business.

MAIN AREAS OF RESPONSIBILITY

Quality & Assurance

- Responsible for the achievement of, and actively run the Company's programme of ISO 9001 accreditation/quality standards, working alongside external consultants and internal working groups.
- Develop, implement, and manage processes to ensure that service delivery and internal controls meet the requirements for quality and consistency within the business.
- Communicates the quality standards and parameters.
- Manage and develop a programme of internal audit, encompassing the review and testing of all major controls, particularly those with a high impact on the product/ service to ensure that Manchester Central's processes work effectively.
- Lead on the internal audit process, collate and report results back to SMT/SLT, identify areas for improvement and corrective actions and ensuring responsibilities are set and communicated appropriately.
- Identify opportunities to improve performance and overall quality and work with managers to develop programmes of improvement and assess the impact of any recommended changes.
- Review client feedback and propose changes to improve the customer experience.
- To prepare all documents for external audits and certification visits in line with the International standard requirements.
- To constantly review and update as necessary the companies document management systems, ensuring that all documentation e.g. process maps, policies and procedures are accurate, up to date and reflect company processes.
- To support the Health, Safety and Environmental Team in the ongoing management of the Quality management and Sustainability management systems.
- Collaborate with heads of departments and the HR team to define and support delivery of training requirements needed to support quality.
- Represents the quality function for the business, serving as a point of contact for quality inquiries and collaborate with both internal and external customers to establish quality standards and goals.

Project and Procurement Support:

- Provide support on key projects as and when necessary, acting as project manager or co-ordinator as required.
- Support the Procurement Office with the tender process, assisting with the creation of documents, placing of advertisements and tender scoring.
- Conduct periodic competitor analysis to support the business with decision making and pricing strategies and to inform and assist with cost comparisons for procurement tenders.

Compliance

- To develop and maintain the Company's legal and compliance register.
- Whilst undertaking regular compliance audits, to ensure all legal standards and obligations are met.
- To be responsible for maintaining the Business risk register, keeping it up to date and regularly partnering with the senior management team to assess the level of risk and recommend on potential mitigations.
- To support the Director of Finance and Corporate Services by maintaining and updating the company's key priorities register, working with members of the SMT to track achievements and performance and reporting progress.
- To assist in the delivery of the company's relevant key priorities and projects.

General:

- To always promote Manchester Central in a positive and professional manner;
- To adhere to Manchester Central's health and safety policy and observe a duty of care to other users of Manchester Central;
- To sustain a flexible and adaptable attitude self and the work of the department;
- To be aware of issues of equality and diversity and to understand and be sensitive to cultural differences;
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve the effectiveness and efficiency of service delivery;
- To deputise for the Director of Finance and Corporate Services as and when required;
- To undertake any other duty commensurate with this post as determined by the Director of Finance and Corporate Services;
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery, expertise and passion of our team.

The qualities of our people

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

Expert & specialist. We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.

Flexible. We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.

Positive and energetic. There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.

Ready to grow. Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.

If people move on from working with us, they'll always have improved their skills and experience along the way.

Committed. Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central.

The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education and Experience	Essential	Desirable
Educated to degree level in business administration or relevant field		✓
Certification in Quality Control (ISO 9001)		✓
Experience as a Quality Assurance Manager or relevant role	✓	
Thorough understanding and working knowledge of ISO9001	✓	
Experience of prioritising workloads	✓	
Experience of handling enquiries and resolving queries	✓	
Experience of working in the event or hospitality sector		✓
Skills		
Ability to deliver quality and accuracy with an eye for detail	✓	
Proficient with Microsoft Office suite and Office365	✓	
Effective numeracy, literacy and word processing skills	✓	
Good communication skills with the ability to communicate effectively with people at all levels	✓	
Excellent time management skills and ability to meet deadlines	✓	
Planning and project management skills		✓
Personal Attributes		
Self-motivated with the ability to work unsupervised	✓	
Ability to work effectively as an individual, as part of own team and in partnership with others	✓	
Ability to build and develop good working relationships	✓	
Ability to maintain confidentiality, to establish trust and credibility.	✓	
Respectful of a diverse range of people	✓	
Ability to demonstrate sensitivity, diplomacy and tact	✓	
Adopts a positive approach and commitment to learning	✓	
Demonstrate a customer centred approach to delivery	✓	