



QSHE Manager (Quality, Safety, Health and Environment)

Manchester Central Convention Complex

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

Your role

Competitive salary of up to £50,000 gross per annum / 25-30 days holiday plus bank holidays dependant on service / contributory pension scheme / discounted car parking.

We have an exciting opportunity for an experienced QSHE Manager to join our team at one of the city's most iconic venues.

Reporting directly to the Facilities Management & Infrastructure Director, this role is working on a full time, permanent basis.

We recognise that skills, experience, and potential come in many forms, and we encourage you to apply if you see a strong alignment between your abilities and this opportunity - even if you don't check every box. We are committed to building a diverse and inclusive team and value different perspectives and backgrounds.

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

- Leading the QSHE function for both event and venue related activity, looking to continuously improve our QSHE standards.
- Being responsible for the implementation and development of all QSHE management systems, policies and procedures, ensuring that all documentation is accurate, up to date and reflect our processes.
- Being responsible for the implementation of the businesses ISO quality standards (9001, 14001, 45001), leading on the internal audit programme, identifying areas for improvement and ensuring corrective actions are set and communicated appropriately.

The ideal candidate will have:

- The ability to use appropriate initiative and judgement in a way that delivers practical, business led QSHE solutions.
- Minimum NEBOSH General Certificate and significantly working towards NEBOSH Diploma or equivalent, with demonstrable CPD and IOSH membership.
- Ability to formulate and implement strategies for health, safety and environment.

You must:

- Have a thorough understanding and working experience of ISO standards.
- Have sound knowledge and experience of QSHE processes.
- Have excellent communication and interpersonal skills

Apply

To apply for this exciting opportunity, please send a CV to:

Ref: QSHE Manager

FAO: HR Team

Email: careers@manchestercentral.co.uk

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 Safety Health and Environment Manager

Salary:	Up to £50,000pa
Hours:	37.5 hours per week
Working pattern:	Typically, Monday to Friday, however some weekends and out of hours could be required depending on business needs
Location and business area:	Manchester Central – Facilities Management
Aim of the role:	<p>Responsible for the development and implementation of Manchester Central's Health & Safety culture and our Quality Safety Health and Environmental (QSHE) management systems, monitoring performance against set standards and advising on non-compliance issues, whilst ensuring the business is compliant with all relevant QSHE legislation.</p> <p>The role will actively participate in Manchester Central's continuous improvement initiatives ensuring all quality, health & safety, environmental requirements are met or exceeded, raising our profile as a leading provider of safe and sustainable events.</p>
Directly responsible to:	Facilities Management and Infrastructure Director
Directly responsible for:	QSHE Co-ordinator, Event Safety Team

Main areas of responsibility

- Lead the quality, safety, health and environment function for both event and venue related activity, continuously improving QSHE standards.
- Responsible for the oversight, implementation, and development of all QSHE management systems, policies and procedures, ensuring that all documentation is accurate, up to date, and reflects company processes.
- Responsible for the upkeep of the company's legal and compliance registers, ensuring event compliance with all statutory requirements including health and safety, environmental, accessibility and licensing.
- Responsible for the implementation of the businesses ISO quality standards (9001, 14001, 45001), leading on the internal audit programme, identifying areas for improvement and ensuring corrective actions are set and communicated appropriately.
- To interpret, understand and ensure compliance with both ISO 45001 and CDM Regulations 2015.
- To be responsible for maintaining the Business risk register, keeping it up to date and regularly partnering with the senior leadership team to assess the level of risk and recommend on potential mitigations.
- To lead on key QSHE meetings including those with senior management and internal working groups.
- Represent the quality, safety, health and environment function internally and externally, articulating needs/concerns/views as appropriate and serving as a point of contact for all QSHE inquiries and collaborating with both internal and external customers to establish QSHE standards and goals.
- Prepare quality, safety, health and environment reports for SLT and board reports.
- Attend industry QSHE events and forums to keep up to date with industry issues, attend industry committees and use this knowledge to develop the venue and grow its reputation.

- Attend client meetings where necessary, supporting event managers as part of the event planning process and ensure receipt and review of event related risk assessments and associated documentation from event organisers.
- Provide support and guidance on specific risk assessments for work activities including generic, task specific and personnel individual assessments to staff who need such assistance.
- Be the point of contact for external risk assessments during build, open and breakdown of events if required.
- Respond to health, safety and environmental incidents including identifying trends, carrying out investigations and risk assessments where necessary.
- Conduct regular meetings and carry out ad-hoc inspections with sub-contractors.
- Produce venue specific safety information and guidance for staff e.g. noise at work, accident reporting, stress, PPE, external workings etc.
- Ensure suitable and sufficient training for all team members e.g. manual handling, disability training, first aid etc, maintaining the health and safety training database.
- Work with the event safety and first aid service providers to identify and agree provision of resources, service standards and accident reporting.
- To contribute to the strategic development of the quality, safety, health and environment function.
- To ensure delivery of key quality, safety, health and environment objectives in terms of both qualitative and quantitative KPIs.
- To lead and work as part of a team to formulate and implement a successful QSHE strategy, ensuring compliance with current and future legal obligations.
- To develop, implement and promote a successful behavioural safety culture that encourages all staff to take responsibility for safety within the workplace.
- To assist in the delivery of the company's relevant key priorities and projects.
- To carry out any other reasonable task or duty requested by the Facilities Management and Infrastructure Director.

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 get stuck in and 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	Essential	Desirable
Min NEBOSH General Certificate and working significantly towards NEBOSH Diploma or equivalent with demonstrable CPD and a member of IOSH	✓	
Experience and Knowledge		
Experience of event safety, including crowd management, food safety and licensing law (Training can be provided)	✓	
Thorough understanding and working experience of ISO standards	✓	
Sound knowledge and experience of QSHE processes	✓	
Keep up-to-date with current framework of Health, Safety and Environmental legislative requirements	✓	
Proficient with Microsoft Office suite and Office365	✓	
Skills		
Excellent communication and interpersonal skills	✓	
Ability to use appropriate initiative and judgement in a way that delivers practical, business led health QSHE solutions	✓	
Able to ensure own time is spent on the most appropriate tasks	✓	
Able to formulate and implement strategy for health, safety and environmental	✓	
Knowledge of Microsoft Office and good IT skills	✓	
People management experience		✓
Ability to build and develop good, quality, professional relationships dealing confidently with people at all levels	✓	
Positive and polite attitude, conscientious and responsible	✓	
Flexible and co-operative approach to work and working with colleagues	✓	