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Job Description

Post title:Quality & Information Systems Manager

Date last updated/evaluated: April 2025

Author: Philippa Patterson

Standard Occupation Code: 2481/03

School / Department: Estates & Facilities

Faculty / Directorate: PMO & Business Support Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 5

ERE Pathway (if applicable): Not applicable

Post reporting to: Director of PMO & Business Support Services

Post line report(s): Information Systems Administrator (Level 3)

Post base location: Hybrid: Campus / Home

Job purpose: To plan, organise and manage:

* The development, implementation and management of an accredited quality management system for E&F, ensuring that a system is in place to hold and manage all process and procedural documentation in an easy to reach location. Ensure that essential auditing processes are in place to measure conformance with process and procedure and enable continual improvement as part of an integrated management system.
* Developing and managing information systems and processes to ensure the efficient, effective, integrated and consistent collation, storage, retrieval and reporting of data/information to support and inform the management and delivery of E&F programmes, projects and operations.

## Key accountabilities and indicative time allocation:

1. **25%**

Design and Implement a **Quality Management System** for Estates & Facilities-

* Design and implement a quality management system, incorporating all requirements of ISO 9001.
* Review, develop and implement systems, processes and procedures to meet the needs of Estates & Facilities, all in accordance with ISO 9001 and in collaboration with the relevant teams.
* Ensure the ISO 9001 systems, process and procedures are integrated with other management systems, including the ISO 14001 Environmental Management System and the ISO 50001 Energy Management System (under development), identifying and implementing opportunities for efficiency between systems.

Plan and Implement an audit programme covering all aspects of Estates & Facilities, as part of an integrated management system.

1. **25%**

Develop and manage an **E&F Information System**, ensuring the accurate, consistent and integrated collation, storage, retrieval and reporting of data/information across all E&F programmes, projects and operations, including data base management and document control procedures.

Ensure integration with E&F Quality Management Systems.

Develop and manage a common data environment, as far as possible standardising information records, formats, templates, processes, categorisation and related numbering, naming and other protocols; develop E&F glossary of terms

Develop and optimise the use of automation and digitalisation in respect of information management.

Develop and manage the production of regular and ad-hoc management information reporting.

1. **10%**

Review and manage the continuous development and improvement of the Quality and Information Systems:

* Review on an ongoing basis the effectiveness and efficiency of the Quality Management System.
* Through regular review, promote continual improvement and implement improvements proactively and reactively, ensuring that wherever possible automated processes are utilised. ·
* Embed a quality culture across Estates & Facilities.
* Provide and deliver quality management information and training.
* Support the wider Estates & Facilities management team in developing Service Level Agreements and Key Performance Indicators.
1. **10%**

Monitor service provisions and programmes of work. Monitor and report on compliance with relevant organisational policies and procedures, and statutory requirements. Make appropriate interventions to meet objectives, requirements and quality standards.

Auditing, reporting and measuring improvement –

* Ensure the necessary auditing processes are in place to measure conformance with process and procedure and enable continual improvement.
* Formulate and update improvement plans, measure progress and report to stakeholders.
* Responsible for monitoring the performance of all activities that impact on quality, measuring service delivery, and driving improvement.
* Collate quality management system data and provide management reports.
* Manage the quality management system audit programme, including both internal and external audits.
* Perform internal audits and write audit reports.
* Ensure data integrity and quality through systemised audit and review; develop and manage a data quality plan. Ensure compliance with GDPR and other relevant rules and regulations.
1. **10%**

Provide in-depth professional and/or specialist advice, guidance and recommendations on highly complex issues, including the resolution of deep-rooted or unforeseen problems, and the application of new procedures, regulations or legislation.

Take a leading role in policy and service development. Translate agreed policies into operational plans and procedures. Develop new and improved procedures as required for current and future service delivery.

Design, implement and oversee the ongoing management of a document control system-

* Design and implement a document control system to hold and manage all Estates & Facilities documentation and standard operating procedures.
* Implement and manage document control processes and procedures, including processes for review and approval.
* Ensure controlled documents are readily available to the relevant teams.
* Ensure the document control process is successfully integrated with other systems where related information is stored.
1. **10%**

Contribute to the wider work of the Directorate through effective participation and collaboration in working groups and committees (e.g., project boards, self-assessment teams, Equality, Diversity and Inclusion committees, etc.).

Critically analyse, evaluate and interpret highly specialised information, data or concepts. Apply professional and/or specialist knowledge, experience and judgement in the absence of complete information, or where precedents may not exist. Propose, test and implement creative and innovative solutions as appropriate.

Support managers in their use and development of information and data systems such as Cafm (Planon), Cad, Sharepoint, building/space and asset registers, risk registers, work/project planning, benchmarking, performance management, standard operating procedures etc.

Provide training, advice, instruction as required.

1. **5%**

Line manage team members and/or individual specialists to deliver effective and efficient services that meet stakeholder requirements. Set expectations, monitor progress, conduct appraisals, formulate development plans and provide advice, guidance and coaching as required to ensure the successful achievement of individual and collaborative objectives. Conduct recruitment, induction and probation activities as required.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Departmental management and University senior management

Other members of the department/University staff, including Health and Safety and iSolutions

External customers

Relevant suppliers and external contacts, including other Higher Education Institutions

Special requirements:

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Well-rounded theoretical knowledge and understanding of Estates Quality and Information Systems, Controls and Regulations, accompanied by extensive practical and/or managerial experience.
* The required level of knowledge and understanding will normally have been gained through some or all of the following:
	+ Considerable work experience, ideally accredited through registration with a relevant professional body.
	+ Vocational training
	+ Formal qualification(s) equivalent to Level 7 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. master’s degree, postgraduate certificate, diploma or Level 7 award, certificate, diploma.
* Demonstrable experience of managing and auditing quality in an ISO 9001 environment.
* Experience of managing quality and compliance of any auditable standards.

Desirable

* PRINCE2 or similar project management qualification.
* Auditor qualification in any of the following systems: ISO9001, ISO14001, ISO45001
* Demonstrable current statutory and regulatory knowledge, ideally within a construction or facilities management environment.

**Teamwork and Communication**

Essential

* Effectively manages team dynamics, creating an environment that engages and motivates others.
* Provides expert advice, guidance and recommendations on complex issues.
* Fosters and maintains working relationships within the department and wider University.
* Uses persuasiveness and positively influences others to achieve outcomes.

Desirable

**Planning, Organisation and Resource Management**

Essential

* Plans and manages significant new projects or work activities, ensuring plans complement wider strategic plans.
* Appreciates University priorities and applies these in managing work.
* Excellent organisational skills.
* Ability to plan, organise and prioritise own workload, and the workload of a team.
* Proven ability to use computerised management systems in delivering processes, procedures and data.

Desirable

* Proven ability to manage budgets using a computerised financial management system.
* Familiarity with the Planon computerised maintenance system, which the University currently uses.
* Familiarity with the Agresso computerised financial management system that the University currently uses.

**Problem Solving and Initiative**

Essential

* Formulates development plans to meet current and future skill requirements.
* Applies knowledge, experience and understanding of a professional, specialist or technical field to inform work plans, based on a detailed understanding of the theory and/or principles underpinning the field of work.
* Uses initiative, professional and/or specialist judgement and originality to resolve problems and develop revised policies and procedures, where required.

Desirable

* Analytical and methodological approach to utilise data and inform decision making.

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Not applicable

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Not applicable

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

 - I take personal responsibility for my own actions and an active approach towards my development.

 - I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

 - I demonstrate pride, passion and enthusiasm for our University community.

 - I demonstrate respect and build trust with an open and honest approach.

**Working Together**

 - I work collaboratively and build productive relationships across our University and beyond.

 - I actively listen to others and communicate clearly and appropriately with everyone.

 - I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

 - I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

 - I help to create an environment that engages and motivates others.

 - I take time to support and enable people to be the best they can be.

 - I recognise and value others’ achievements, give praise and celebrate their success.

 - I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

 - I identify opportunities and take action to make improvements.

 - I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

 - I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

 - I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

 - I consider the impact on people before taking decisions or actions that may affect them.

 - I embrace, enable and embed change effectively.

 - I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

 - I take time to understand our University strategy and communicate this to others.