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Job Description

Post title: **Quality Management System Administrator**

Date last updated/evaluated: April 2025

Author: Philippa Patterson

School / Department: Professional Services

Faculty / Directorate: MSA

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 3

ERE Pathway (if applicable): Not applicable

Post reporting to: Quality & Information Systems Manager

Post line report(s): None

Post base location: Campus **:** Highfield

Job purpose: Establishing, maintaining and approving the document control processes for Estates and Facilities department. Maintaining a standardised information management system and the work activities requiring procedural or systematic proficiency, and co-ordination with related activities and projects delivered by Estates and Facilities.

The role includes understanding and influencing others to maintain and update procedures and processes and will gather and analysing information to assure the the IMS system complies with ISO9001 standards. The Quality Management Systems Administrator will providing practical advice and guidance to document owners and update and communicate on changes to documentation.

Work is subject to general supervision, but the post holder will be expected to plan regular work and use initiative and judgement to interpret requirements, highlight issues and resolve problems.

## Key accountabilities and indicative time allocation:

1. **40%**

Maintain and manage the document control processes for a departmental **Quality Management System** for Estates & Facilities-

* Maintain and manage a quality management system, incorporating all requirements of ISO 9001.
* Help 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.
* Coordinating the document change control process, including working with document owners to help prioritise document changes and ensure they are processed in a timely manner.
* Controlling the flow of documents in and out of the department, including physical copies of documents where required.
* Checking documents for accuracy and compliance, and reporting errors in documentation to enable continuous improvement.
* Maintaining document templates.
* Assisting employees with accessing documents in the Quality Management System.
* Coordinating the completion and approval of procedure reviews by document owners, in order to to maintain compliance.
* Plan and prioritise own short and medium-term work activities. Interpret requirements, co-ordinate with related activities and services, determine sequence of work and adapt approach if required, within general requirements and overall objectives.
1. **30%**

Administration of the Estates & Facilities document control process:

* Creating and implementing and maintaining a document control process, as part of the Estates & Facilities Quality Management System, to manage procedures, work instructions, forms and other documentation that is required to be controlled.
* Reviewing, improving and maintaining the document control process to ensure it continually meets the requirements for managing procedures, work instructions, forms and other documentation that is required to be controlled.
* Utilising existing systems available within the university to create a document control process that is efficient and compliant.
* Writing procedures for the document control process and providing training to the users.
* Collaborating with other teams to ensure the document control process is successfully integrated with other systems where information is stored (e.g. Planon).
1. **15%**
* Organise and act as a key point of contact and/or escalation for the day-to-day running of Sharepoint Sites . Diagnose and resolve problems. Monitor and report on service standards.
* Set Up Sharepoint Sites and Teams Sites for Projects with a standard filing structure. Maintain access and permission controls for all E&F Sharepoint Sites.
1. **5%**

Contribute practical experience and insight towards the development of new or revised policies, systems and/or procedures.

1. **5%**

Provide Quality Management Induction and Training Support for new staff and ensure there is refresher training on the QMS system annually to all E&F colleagues.

1. **5%**

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

Internal and external relationships:

Ability to form relationships with stakeholders and service partners within and outside the University. Key stakeholders include:

• Estates & Facilities engineering, maintenance, design and campus services teams

• Estates Development Team and Project Managers

• Programme Management Office and Business Support Teams

• Health, Safety and Risk Directorate

• University faculties, schools and departments Key service partners include:

• Suppliers

• Contractors

• Other universities

Special requirements:

Expert knowledge of Sharepoint Sites and O365 Teams Sites, Document Libraries, Sharepoint Workflows and PowerApps

# 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

* Substantial practical knowledge and experience in the required operational discipline. Practical knowledge may have been gained through some or all of the following:
	+ Substantial, relevant work experience. Demonstrable experience of establishing and maintaining document control processes.
	+ Vocational training
	+ Formal qualification(s) equivalent to Level 3 or 4 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. AS or A Level, advanced or higher apprenticeship, or Level 3 or 4 award, certificate, diploma, NVQ.
	+ An excellent grasp of Microsoft Office programs. Excellent typing and report writing skills. Attention to detail.

Desirable

* Experience of working with an ISO 9001 certified Quality Management System or equivalent.
* Experience of document control within a Facilities Management environment.

**Teamwork and Communication**

Essential

* Positively influences the way the team works together.
* Ensures colleagues are clear about priorities and service expectations.
* Ensures regular liaison and communication with a wide range of colleagues and builds good working relationships.
* Offers proactive advice and guidance.
* Strong written and verbal communication skills.

Desirable

* Set up experience of Sharepoint Communication Sites

**Planning, Organisation and Resource Management**

Essential

* Plans and prioritises own work, and that of others, where required.
* Solicits ideas and opinions from others to inform work plans.
* Demonstrable experience using a computerised document management system, such as SharePoint.
* Excellent organisational skills. Ability to plan, organise and prioritise own workload.

Desirable

* Knowledge of relational database systems.

**Problem Solving and Initiative**

Essential

* Elicits information to identify specific customer needs.
* Uses initiative and applies a comprehensive understanding of established practices and procedures to interpret requirements, identify issues and resolve problems.
* Develops improved methods, where required, within established practices and procedures.
* Able to identify and solve problems by applying initiative and developing improved work methods.

Desirable

* Ability to carry out Quality Management assurance activities

# 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.