**Job Description**

**Job Title: Quality & Improvements Lead**

**Career Level: 3**

**Department or Business Sector: QCIEHS**

**Location**: **Coventry**

**Reporting to (manager’s job title): MTC Quality Manager**

***Please read the notes on pages 2 and 3 before completing these sections.***

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| **Heading:** | **Description** |
| 1. **Job Purpose** | Develop a project level QMS (Quality Management System), in line with the business QMS, specific to customer needs and provide process owners with support to devise and establish sector quality procedures, standards and specifications.  Manage and develop the project Quality team in order to meet customer contractual requirements.  Produce demonstrable evidence in a QC (Quality Control) graded structure including 100% oversight and inspection.  Document & formalise processes at the highest level of a QC grading system, considering the requirements placed upon us by the customer and the end user, aligning with programme and technical governance to ensure processes are robust and practicable.  Review customer / contract requirements and assess they are met.  Set up and maintain controls and documentation procedures.  Work with Procurement to establish quality requirements from external suppliers.  Monitor performance by gathering relevant data and produce statistical reports, to identify any areas of weakness, recommending and implementing improvements.  Develop and own the project Quality Assurance strategy in line with project requirements and overall MTC Quality strategy.  Review existing policies and make suggestions for changes and improvements and how to implement them with audit procedures.  Manage the resolution to internal and external quality issues through effective root cause analysis and the development of action plans with relevant stakeholders.  Manage the project internal audit programme and participate in external audits.  Liaise with managers and other staff to provide training, tools and techniques to enable others to achieve quality standards.  Train and facilitate a team of quality control champions (drawn from each Work Package team).  Identify and facilitate performance improvements including liaison with the core Quality Team to:   * + Develop Continuous Improvement Processes that may flow back into the business   + Bring lessons learnt into the programme   + Ensure lessons learnt are flowed out to the team   Ensure that the design-to-make cycle for any physical artifacts and test pieces follows a controlled, defined process to achieve the required quality of output.  Ensure that manufacturing processes meet international and national standards.  Define Quality procedures specific to the project in conjunction with operating staff. |
| 1. **Communication** | Required to explain and champion policies, practices and MTC values. May need to persuade leaders and colleagues of the need to adapt their approach and accept new concepts or processes.  Ability to be firm or assertive when appropriate.  Working within their defined area and in collaboration with stakeholders, may on occasion need to reach agreement or manage communication in relation to specific situations. Occasional external communication.  Required to practice active listening and demonstrate the ability to use data to support recommended actions.  Able communicator at all levels and a confident presenter.  Able to work collaboratively with adjacent themes e.g. safety, environment, sustainability, and supply chain. |
| 1. **Innovation** | The role holder is expected to identify and recommend improvements to processes, policies, or procedures, based on practical/operational experience, feedback from colleagues or insights from customers.  The role holder is expected to play an active part in innovating the business’ ‘Business Management System’ – working with adjacent departments and CI to accomplish this. |
| 1. **Knowledge** | Good working knowledge of Quality Management and the effective adoption of ISO 9001 & AS9100  Understand of customer journey and experience.  Quality planning and relevant standards e.g. AQAP.  Good numeracy skills: confident working with numbers and data  Excellent presentation skills.  Auditing best practice. |
| 1. **Person Specification** | All aspects of the role are to be carried out as an exemplar within the business in adhering to the MTC RIGHT way:   * Acting responsibly, putting MTC’s interests ahead of personal ambition; * Providing inspirational leadership to all who come in contact with you; * Delivering in the broadest sense a great working environment; * Leading with humility, honesty and integrity in all that you do; * Promoting teamwork, supporting through difficult times and collectively celebrating our successes.   In addition:  Background in civil nuclear/aerospace quality management systems.  Significant experience in an analogous role.  Degree level education.  Member of or working towards membership of appropriate professional body.  A high degree of personal motivation.  The ability to work in a matrix management structure, embedded in a dynamic Research & Development environment.  Competent auditor.  Ability to lead and manage change.  Ability to work within a team, providing support to team members and encouraging development.  Experience working where subsequent adherence to associated process and policy is critical to maintain customer confidentiality.  Due to the nature of our business, all employment is subject to satisfactory references being obtained alongside a level of security clearance checks. |