**Quality Manager**

|  |  |
| --- | --- |
|  |  |
| **Line Manager** | Head of Business Strategy & Change |
| **Location** | 1st Floor, Optima Building58 Robertson StreetGlasgow G2 8DU |
| **Department** | Projects & Business Analysis Team |
| **Direct Reports** | N/A |
| **Role Purpose** | * Lead the effective operation of Solvd. Processes ensuring outcomes derivable from the business process are in line with the strategic goals of the organisation.
* Bring about innovation into business processes with the aim of positively impacting business results and customer / stakeholder experience.
* Ensure appropriate governance is in place to monitor processes, reporting and acting on areas of non-compliance. and constantly identifying areas for improvement.
* Ensure Solvd. processes comply with GDPR legislation and protect the personal data they hold on all data subjects.
 |
| **Key Accountabilities** | * Work across multiple departments to ensure processes run smoothy and efficiently.
* Design and implement a yearly plan of processes audits.
* Control, monitor and measure process performance.
* Constantly evaluate processes, identifying areas for improvement and designing improvements that align with Solvd. Strategy.
* Ensure all process documentation is accessible, kept up to date and processes are being applied in a standard way.
* Work in partnerships with Business Analysts to lead process design workshops.
* Manage changes in process.
* Co-ordinate, embed and monitor data protection and privacy compliance in Solvd. processes in accordance with legislation policies, and procedures.
* Be the subject matter expert on data protection obligations, monitoring the organisation’s data protection compliance.
* Undertake and provide advice on DPIAs (Data Protection Impact Assessments)
* Act as a contact point for data subjects and relevant supervisory authority – the ICO in the UK.
 |
| **Key Stakeholders** | * Managing Director Solvd.
* Head of Business Strategy & Change
* Group Data Protection Manager
* Group Data Protection Officer
* Head of Business Support
* Business Performance Manager
* Projects & Business Analysis Team
* Customer Experience Team
* Finance Team
* Payroll Team
* HR
 |
| **Personal Specification****Essential** | * An understanding of processes standardisation and mapping methodologies.
* Ability to benchmark and analyse business processes.
* Ability to critically analyse and interpret information with a strong understanding of key business drivers and standards.
* Strong stakeholder management - developing relationships with stakeholders is key and you will need to have the confidence to offer constructive challenge.
* Ability to communicate effectively at all levels and provide clear & concise feedback.
* Ability to report accurately and meet deadlines.
* Ability to interpret data protection legislation, policies and standards and apply them constructively to guide business colleagues and determine appropriate interventions when needed.
* Demonstrates a strong work ethic and maintains very high standards with high levels of attention to detail.
* Enthusiastic team player with emotional intellect to develop effective networks and drive change.
* IT literate with proficiency in Microsoft Office suite.
 |
| **Personal Specification****Desirable** | * Extensive experience of data protection with a robust understanding of the core elements of data protection law.
* Knowledge of IS09001.
* Experience of Process Management including Lean / Continuous Improvement.
* A track record of implementing best practice data processes and making substantive improvements to benefit the client and compliance to data regulation and legislation.
 |
| **Key Behaviours** | * To behave in a manner that displays our values
* Promote the health, safety and wellbeing of yourself, customers, and colleagues
* A commitment to travel
* Be a role model for Equality, Diversity, and Inclusiveness
* Successful completion of security and background checks
* Environmental awareness
 |

