**Quality Manager**

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| **Line Manager** | Head of Business Strategy & Change |
| **Location** | 1st Floor, Optima Building  58 Robertson Street  Glasgow 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 |

Diagram

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