



JOB DESCRIPTION

JOB TITLE:	Quality Manager
LOCATION:	Newlon House, 4 Daneland Walk, Hale Village, N17 9FE
ANNUAL SALARY:	£53,671 per annum, plus up to 5% performance related bonus
REPORTING TO:	Technical Manager, Business Development

MAIN OBJECTIVE

The quality control of the design and construction of capital building work through:

- Scrutiny of design information and technical requirements
- Conducting site standard setting, key stage, pre-close up, functional and finishes inspections
- Providing regular quality reports and updates
- Identifying non-compliances and areas for improvement
- Addressing the issues with project teams including Newlon's Project Managers and Employers Agents.
- Providing feedback to improve our design brief and technical requirements

Helping ensure compliance with:

- The Building Regulations including Part B (Fire Safety)
- Requirements of the Building Safety Regulator
- CDM 2015
- Newlon's Employer's Requirements
- Third party obligations including Rights of Light, Party Wall Awards and stats bodies wayleaves
- All other relevant contract documents

All leading to:

- The enhancement and maintenance of value in Newlon's built assets
- The maintenance and improvement of resident satisfaction in Newlon's new developments

	Key Tasks, Responsibilities and Objectives	Performance Standards and Outcomes	Competency Areas
Pre-contract/ Preconstruction	Scrutinise drawings and specifications of designated Newlon projects	<ul style="list-style-type: none"> • Drawings are audited for errors or omissions • Employer's Agent, Project Manager and contractor team are advised of any areas of non-compliance with Newlon's standards • Design and technical issues are resolved at the appropriate project stage 	<ul style="list-style-type: none"> • Planning and organisation • Judgement & decision making • Achieving results and quality focus
Preconstruction	In collaboration with the Project Manager and Technical Manager, liaise with the Property Services and Housing Management teams on any technical issues that have scheme management or maintenance implications	<p>Designs are developed to be low-maintenance and cost-effective, with future management and service charge costs minimised.</p> <p>Areas which may be of concern are pro-actively identified e.g.</p> <ul style="list-style-type: none"> • Untried new products and technologies • Modern methods of construction • Changes in specification during construction 	<ul style="list-style-type: none"> • Liaising and networking • Judgement and Decision Making
	To attend meetings during the development of the design, to include but not be limited to: Project Team Meetings, Package review meetings, Design Workshops	<ul style="list-style-type: none"> • Contributing to decisions on services and facilities • Newlon's long-term interests in terms of manageable technologies and cost-effective maintenance are represented • Value for Money, buildability and design compliance are achieved and maintained • Design and technical issues are resolved at the appropriate project stage. 	<ul style="list-style-type: none"> • Working with others/teamwork • Judgement and Decision Making • Customer Focus

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Construction	Attend sites of designated Newlon projects and make written progress reports on quality including fire safety with photographs to be issued to the projects' Employers Agents, Project Managers and Newlon's Technical Manager	<ul style="list-style-type: none"> • Reports follow agreed format and include relevant details • Reports and supporting photographs are stored in electronic format and easily accessible by Project Manager and Technical Manager • Reports issued on time and according to agreed schedule • Documentary evidence of progress with construction quality and fire safety is accumulated 	<ul style="list-style-type: none"> • Communication • Planning and organisation • Judgement & decision making • Achieving results and quality focus
	To attend the monthly on-site Progress Meetings to report on progress and quality control matters	<ul style="list-style-type: none"> • Solutions to problems are sought proactively • Reports are provided on the quality and compliance of the design and construction • Collaborative working with the Constructor's own quality control personnel is implemented and maintained • Performance of constructors is reported on and improvements identified 	<ul style="list-style-type: none"> • Communication • Negotiation and influencing • Planning and organisation
	To identify in writing and bring to the attention of the Employers' Agents and Project Managers any incidences of non-compliance in the construction works with the appropriate standards	<ul style="list-style-type: none"> • Non-compliances are identified and brought to the attention of the Employer's Agent and Project Manager • Reports are written clearly and produced to agreed timescales 	<ul style="list-style-type: none"> • Communication • Negotiation and influencing • Achieving results and quality focus

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Construction	To carry out standard setting, Key Stage, Pre-close up, functional and Snagging Inspections	<ul style="list-style-type: none"> • Inspection protocol and programme agreed with Constructor, Employer's Agent and third party specialists (e.g. Fire Compartmentation inspector; Fire engineer; Independent Construction Assessor) • Standard setting inspections are clearly documented • Checks carried out with Employer's Agent that pre-snagging commissioning work has been carried out and certified • Additional Newlon or external resources are co-ordinated where they are necessary to achieve the inspection programme • Unsatisfactory works are identified • Remedial proposals are reviewed and commented on • Advice is provided to Employer's Agent and Project Managers on whether acceptable quality is being achieved 	<ul style="list-style-type: none"> • Communication • Planning and organisation • Judgement & decision making • Achieving results and quality focus • Working with others/ teamwork
Pre-handover/ handover	To attend Quality Control, snagging and handover meetings and advise Employers' Agent and Project Managers on whether handover should be accepted on behalf of Newlon	<ul style="list-style-type: none"> • Likely completion dates accurately projected • Unsatisfactory works identified • Current Newlon handover policy followed 	<ul style="list-style-type: none"> • Communication • Planning and organisation • Judgement & decision making • Achieving results and quality focus

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Defects	To attend regular defects meetings, and conduct twelve month Defects inspections and subsequent completion of Defects inspections with the Employers' Agent	<ul style="list-style-type: none"> • Newlon's Defects Policy and Procedures are applied • Standards are set in respect of what constitutes a defect • Appropriate remedial measures are agreed with the Employer's Agent 	<ul style="list-style-type: none"> • Communication • Planning and organisation • Judgement & decision making • Achieving results and quality focus • Customer Focus
	To contribute to the management of latent and other problematic defects by providing a high level of technical input and advice	<ul style="list-style-type: none"> • Causes of defects are identified • Appropriate remedial action is proposed and agreed • Tenants' complaints are addressed and resolved 	<ul style="list-style-type: none"> • Liaising and networking • Judgement and Decision Making • Customer Focus • Achieving results and quality focus
Continuous improvement	To provide technical input into the development and regular updating of Newlon's Employer's Requirements and Design management procedures	<ul style="list-style-type: none"> • Maintaining log of maintenance-heavy and defects-prone construction materials and details • Being pro-active in recommending amendments to the Employer's Requirements 	<ul style="list-style-type: none"> • Judgement and Decision Making • Customer Focus
	Take an active role in internal and external forums to build up organisational knowledge	<ul style="list-style-type: none"> • Representing Newlon as appropriate at meetings • Sharing knowledge and experience and ensuring ideas are fed back in to Newlon • Participating in an active and constructive manner 	<ul style="list-style-type: none"> • Working with others/teamwork • Liaising and networking • Achieving results and quality focus

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Management	To liaise with the Technical Manager and other Quality Managers on workload and agree distribution of time across projects	<ul style="list-style-type: none"> • Time spent on each project is managed • Opportunities are identified for re-allocation of time on projects to improve efficiency • Under direction of the Technical Manager or Assistant Director, projects are given priority at key stages and resourced appropriately 	<ul style="list-style-type: none"> • Liaising and networking • Working with others/teamwork • Planning and organisation
General Duties	To comply with all corporate policies relevant to the role.	<ul style="list-style-type: none"> • All activities, practices and procedures are carried out in line with the Group Diversity Policy; • All activities, practices and procedures are carried out in line with Newlon's Health and Safety policy; • All activities, practices and procedures are carried out in line with Newlon's Sustainability policy and procedures 	<ul style="list-style-type: none"> • Customer Focus • Achieving results and quality focus
	To participate in the Business Development Department's activities	<ul style="list-style-type: none"> • Cover is provided for other team members • Participating in active and constructive manner in team meetings and other events • The Business Development Department is kept up to date on quality control through Monthly reports • Knowledge acquired from external training is disseminated • Contribution is made to the achievement of Departmental objectives • Assistance is given in training and guiding new team members 	<ul style="list-style-type: none"> • Communication • Negotiation & influencing • Working with others/teamwork

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.