

Role Profile: Manager

Job Title	Quality Control and Audit Manager
Grade	
Department	Operations
Reports to	Director of Operations

Position Summary

The role exists to:

- manage the auditing function of the training programme
- ensure that quality procedures are upheld by IPAF across all its activities
- support teams working with one another to deliver projects implemented to a high quality standard in a timely manner

Supervisory Responsibilities

The supervisory responsibilities of this role are to:

- manage the work of the Quality Analyst and Audit Administrator
- manage and direct the global team of self-employed auditors
- work on a peer-to-peer basis with other members of teams internally and externally

Main Duties

The main duties of this role are to:

- manage IPAF's audit and quality control function to ensure maximum effectiveness, efficiency and co-ordination of all elements of its delivery
- management and audit of the internal ISO 9001 quality system
- establish effective and systematic audit operations in new countries, within IPAF and its existing training centres
- undertake regular surveillance and unannounced audits
- work closely with all members of the management team and country reps to ensure service levels and quality targets are met
- assist the training department in the development of all relevant documentation
- support the development and implementing of new audit systems including the use of new technology to allow remote auditing
- manage the auditing of the IPAF Rental + scheme and assist with its development into new regions
- work with all members of the management team in determining, negotiating and agreeing in house quality procedures, standards and specifications
- monitor in house quality performance and the management of the company's internal audits
- act as a catalyst for change and improvement in the performance and quality systems, including where appropriate relevant new technologies and systems
- manage the auditing department budget
- ensure team members utilise the best available resources in implementing an audit

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Skills and Qualifications

To be successful the role holder will be:

- qualified to ISO 9001 Lead Auditor level
- educated to degree level standard
- proficient in English and preferably one other language
- able to actively listen and interpret the client requirement effectively
- understanding of the cultural differences in the teams and the implications of these on the process
- an effective communicator, able to demonstrate excellent written, verbal and presentation skills
- able to skilfully handle internal disputes and communication with stakeholders
- systematic and methodical demonstrating great attention to detail
- able to demonstrate good organisational skills and interdisciplinary thinking
- knowledgeable of the technicalities of core software packages and applications

Experience required

To be successful the role holder will have:

- a relevant business related qualification
- appropriate experience of the powered access industry
- experience in audit and quality control systems
- experience successfully managing remote teams
- extensive experience of working internationally
- a knowledge of budgeting sufficient to understand and manage the audit team budget

Responsibilities and Attitude

To be successful the role holder will:

- work to strengthen IPAF's reputation for quality and integrity
- be imaginative and enthusiastic
- identify a range of solutions for complex issues in order to seek the best solution
- review progress and reschedule activities in line with changing requirements in order to meet refocused organisational need
- actively seek opportunities to improve IPAF's performance
- be recognised as an expert in the quality and audit role by peers
- think clearly under pressure
- be willing to multi task across the organisation
- be flexible in approach to travel and working hours

Specialist Training required

To be successful the post holder will have or be willing to undertake:

- continual professional development in all aspects of audit and quality control to ensure current thinking and best practice
 - project management training
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