

Role Title	Lead ISO Manager
Reports to	Head of Regulation and Audit
No. of direct reports	Varies, 1-3 of co-ordinators, analysts, junior managers as position matures
Full / Part Time	Full time
Grade	E3
Location	London/National
Created/Updated by	David Short
Created/Updated on	04/12/24

Helping people, organisations and economies develop their skills for growth

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

Our values

Our values **Inspire**, **Improve**, **Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

To be responsible for managing all aspects of the Quality Management System (QMS) within the awarding organisation, that underpin the establishment and maintenance of ISO 9001 accreditation alongside the awarding organisation's strategic objectives. The role encompasses the development, implementation, and ongoing management of quality assurance processes to ensuring compliance with regulatory and accreditation standards.

To lead on preparing the awarding organisation to achieve ISO 9001 accreditation, undertaking audits and ensuring that there is a team of trained ISO 9001 auditors to undertake preparatory audits against a pre-agreed audit schedule with reporting into the Leadership and Executive teams on audit outcomes and actions.

To lead on the day-to-day delivery and maintenance of the Quality Management System (QMS) ensuring the quality of information in the QMS and the development of a Quality Manual to underpin the implementation of the QMS and to support ISO 9001 accreditation.

To drive the strategic approach to a QMS and ensuring ISO 9001 engagement across the awarding organisation and the wider City & Guilds. This includes embedding a culture of continuous improvement and looking at innovative and efficient ways of making sure the QMS is fully utilised to support ongoing ISO accreditation and underpin ways of working. You will forge strong working relationships with internal and external stakeholders to support this.

To own the management of valid and accurate ISO 9001 data, providing reports and analysis as required, and ensuring that the management of audit outcomes is robust, auditable and able to withstand external scrutiny.

To report into the ISO 9001 Implementation Working Group and wider awarding organisation governance providing clear and timely progress updates and escalating issues and risks as required.

What you'll be doing

- **Establishing the QMS to underpin ways of working across the awarding organisation**

You will develop the strategic approach to provide the foundation for the successful implementation and maintenance of a QMS and the quality assurance arrangements that need to be introduced to support successful ISO accreditation. You will develop a Quality Manual for the awarding organisation to use alongside the QMS.

- **Preparing the awarding organisation for ISO accreditation**

You will lead on the effective management of ISO accreditation ensuring there is a clear roadmap in place so that the awarding organisation fully understands its responsibilities towards gaining ISO accreditation. This will include engaging with stakeholders and communicating clearly across the awarding organisation at all levels ensuring that the roadmap is followed efficiently and effectively, and that relevant stakeholders are kept informed.

- **Line management**

You will have responsibility for line management of the ISO Officer and potentially other members of staff, ensuring that they meet their roles and responsibilities,

managing performance honestly and effectively, and supporting their continuous professional development.

- **Stakeholder relationship management**

You will manage professional relationships with a range of stakeholders, including internal teams and external organisations, to support effective understanding of the QMS, ISO 9001 and to provide assurance that quality standards are being maintained.

- **Internal audits**

You will ensure there is a trained audit team in place and support the team to manage audits against ISO requirements efficiently in a standardised and high-quality manner to ensure that processes audited are owned, improved and maintained over time. Where possible, you should be innovative and use initiative to make improvements to the audit process while maintaining audit standards.

- **Reporting, information and data management**

You should undertake proactive data analysis and provide reports to the business to support continuous improvement. You will report into the ISO 9001 Implementation Working Group, which reports into the Regulation and Compliance Board, providing clear and timely reporting of progress and raising issues and risks that could have an impact on ISO 9001 accreditation.

- **Risk analysis and management**

You will develop risk strategies to accurately identify the scale, scope and potential impact of ISO accreditation and develop appropriate mitigation strategies in response to this. You will identify areas of risk to ISO 9001 accreditation and ensure they are escalated appropriately.

How success will be measured

Implementing the QMS

- Work across the business to develop the approach for embedding the QMS.
- Development and documenting QMS policies, procedures, and guidelines to ensure compliance and best practices across all operations.
- You will take ownership of information to be saved in the QMS, undertaking inspection and sign off activities to ensure it conforms to QMS requirements and remains up to date.
- Report progress into the senior leadership team, escalating where required.

Delivering ISO accreditation

- Take on responsibility for preparing the business to ensure processes are in place to underpin internal quality and standards in advance of ISO 9001 accreditation. This includes gap analysis, process mapping, and documentation requirements.

- Ensure that senior leadership and management are kept informed and updated.
- Manage internal and external communications to keep all impacted stakeholders informed.
- Manage interactions in a timely manner, providing relevant information and detail and responding to queries.

Line management

- Undertake line management duties for the ISO 9001 Officer and other reports, with regular 1:1s, clearly defined objectives and documented performance reviews
- Create opportunities for continuing professional development within the organisation
- Foster a culture of innovation and continuous improvement.
- Manage any performance issues in line with established employment protocols

Stakeholder relationship management

- Ensure all communications are timely and effective.
- Spearhead a culture of mutual collaboration, working with the Business Improvement team and with internal teams across the awarding organisation, to deliver ISO 9001 accreditation.
- Rollout a programme of awareness training for internal teams across the awarding organisation.
- Represent the incident management team at internal governance groups and meetings
- To act as the primary point of escalation for complaints relating to incidents.

Internal audits

- Develop and maintain an internal audit programme that ensures systematic monitoring of QMS processes and compliance with ISO 9001 standards.
- Ensure there is a competent team of ISO 9001 internal auditors who are trained and understand their role.
- Ensure actions from audits have clear accountabilities and actions are reported into the wider governance structures to ensure that appropriate mitigation measures are implemented, documented and signed off by relevant parties.
- Ensure clear audit reporting documentation is in place and regularly reviewed.

Reporting, information and data management

- Establish metrics to support QMS implantation and ISO 9001 accreditation reporting.
- Report into each meeting of the ISO 9001 Implementation Working Group
- Manage the data collected for audits to ensure it is accurate and up to date.
- Undertake data and information analysis to identify themes, trends and risks.
- Produce reports for internal stakeholders escalating issues of concern as required.

Risk analysis and management

- Utilise a risk-based approach to help to shape the QMS and ISO 9001 programme of work, for example with clearly targeted audits aimed at addressing potential areas of non-compliance to requirements.
- Identify pertinent risks to ISO 9001 accreditation, escalating to relevant stakeholders as appropriate.
- Contribute to the establishment of root cause analysis methods into the ISO 9001 management process to support continuous improvement.

What we're looking for

We can't live without...

- Track record of developing strategies for successful organisational-wide business improvement implementation activities.
- Proven leadership skills and the ability to work collaboratively with senior leaders, internal teams, customers, partners and external stakeholders e.g. qualification and sector regulators.
- Experience of working in an ISO accredited environment, ideally within the education sector and/or a compliance management role.
- In-depth understanding of principles, processes and practice in relation to the establishment of a QMS.
- Experience of leading internal audit activities and report writing.
- Ability to analyse data to support decision-making.
- Excellent communication, presentation and report writing skills.
- Attention to detail.
- Critical thinking, problem-solving skills and being open to challenge.
- Experience of managing projects from initialisation through to completion.

We would love you to have...

- Good working knowledge of assessment and quality assurance and other relevant activities in the education industry.
- Good understanding of the importance of internal and external compliance with standards, as well as the risks, impacts and consequences of this not being met.
- Knowledge of current developments in vocational education and assessment, particularly regulatory activities
- Experience of working under pressure, or to tight deadlines

The way we prefer to work

Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it

- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

Do what you say you are going to do

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

Proactively find and take new opportunities

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

Welcome feedback and continuously learn

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything