



JOB DESCRIPTION

Post Details:

Post Title: **Senior Quality Manager**

Organisational Element: Chief Quality Office

Military/Civilian: CIV

Location: The Hague, NL

Organization context:

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO).

To strengthen the Alliance through connecting its forces, NCIA delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

Organisational Element Statement of Functions:

The Chief Quality Office (CQO), led by the Chief Quality Officer, acts as the NCIA Quality Assurance and Quality Control Authority. To that end, the CQO provides the required policy, directives, processes, procedures and tools to be followed and used NCIA wide. The CQO is responsible for the NCIA's Quality Management System and Risk Management Framework, governs testing, verification and validation and is responsible for the execution of any independent verification, validation and independent interoperability assurance, is responsible for all NCIA reference environments, and provides respective services and support.

The Quality, Health, Safety and Risk Management Branch (QHSR) is responsible for the establishment and continuous improvement of the NCIA-wide Quality Management System, Enterprise Risk Management Framework and Occupational Health and Safety Management System.

The Branch includes 3 Teams: The Quality Management Team, the Risk Management Team and the Occupational Health and Safety Team.

The main role of the Quality Management Team is to ensure that it develops, implements and continuously improves a Quality Management System (QMS) that allows NCIA to meet operational partners' expectations and if possible exceed them.

The aim is to design the QMS to ensure it leads to improved operational efficiency and is not perceived as an additional burden.

Job role description:

The Senior Quality Manager (SQMgr) is established within the Chief Quality Office (CQO) and specifically within the Quality, Health, Safety and Risk Management Branch. The incumbent is responsible for NCIA-wide quality management including quality planning and quality audits. Within this context, the SQMgr is responsible for ensuring that other quality related tasks are executed throughout the NCIA in a manner consistent with the NCIA Quality Management System (QMS), Quality Management Directive and annual Quality Plan. The SQMgr ensures that the NCIA QMS is conform with International Standards and that its integrity is maintained when changes are planned and implemented.

The SQMgr analyses process data to identify areas for improvement, leads quality improvement initiatives, and ensures that the NCIA QMS is achieving the intended customer and staff benefits via quality reviews and continual improvement.

These activities apply to the enterprise level, collaboration with Quality Focal Points (QFP) and other internal Stakeholders will be key.

Duties and Responsibilities:**Quality management**

- Achieves and maintains compliance against national and international standards, as appropriate.
- Prioritises areas for quality improvement by considering strategy, business objectives and results from internal and external audits.
- Initiates the application of appropriate quality management techniques in these areas.
- Initiates improvements to processes by changing approaches and working practices, typically using recognised models.
- Identifies and plans systematic corrective action to reduce errors and improve the quality of the systems and services.
- Evaluates, appraises and identifies non-compliances with organisational standards and determines the underlying reasons for non-compliance.
- Prepares and reports on assessment findings and associated risks.
- Ensures that appropriate owners for corrective actions are identified.
- Identifies opportunities to improve organisational control mechanisms

Risk management

- Undertakes basic risk management activities linked to the Quality Management System.
- Supports where necessary documentation of risks, threats, vulnerabilities and mitigation actions.

Audit

- Plans, organises and conducts quality audits across NCIA.
- Confirms the scope and objectives of specific audit activity with stakeholders involved.
- Presents audit findings to management describing the effectiveness and efficiency of control mechanisms as well as any risks identified.

Documentation Content Development

- Creates, obtains, sizes, crops and organizes tables, charts, graphics and photos that support text.
- Participates in content management and information quality initiatives.
- Creates templates for multiple tools and types of media; adheres to brand and design guidelines.
- Coordinates content translation and localization activities.
- Develops content for a specific subject matter, audience and medium.

Additional duties for this post:

Providing guidance to the staff on the QMS requirements and Process Tool requirements.

Perform other duties as may be required.

Presents outcome to management.

Education, Experience and Training (essential):

Education:

A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 3 years post-related experience.

Or exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCIA, that is, at least 10 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- 3 or more years of experience in duties related to the function of the post.
- Implementation and maintenance of the QMS framework according to International Standards (i.e.ISO9001)
- Developing and executing long-term quality strategies aligned with business goals;
- Leading complex root cause analysis and process optimizations;
- Developing dashboards and reporting for senior management;
- Experience in developing and implementing standards, policies, procedures and guidance.
- Conducting internal and external quality audits;
- Knowledge and proven practical experience in quality management, quality assurance and quality control, preferably;
- Experience with modern quality and risk management tools and techniques;
- Experience in defining, monitoring and measuring processes and KPIs;
- Experience in managing customer complaints and implementing feedback for improvements;
- Excellent oral and written communication skills and the ability to brief large audiences.

Education, Experience and Training (desirable):

Experience:

- SharePoint “Design Privilege” to create Lists, set-up libraries, define and maintain attributes maintain site-pages, content management, etc.
- Administration and customisation of Microsoft SharePoint 2013 and 2019
- Customizing Sharepoint sites, pages and layouts and forms including third party forms designer tools (i.e. Infopath).

Training/Certifications:

Six Sigma Green Belt certification

Behavioral competencies:

- *Deciding and Initiating Action* - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices and/or considered risks.
- *Delivering Results and Meeting Customer Expectations* - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves goals (timelines & quality).

Language:

A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.

NOTE: Most of the work of the NCIA is conducted in the English language