

Position Description			
Title:	Senior Manager (Quality and Improvement)	Grade:	
Division:	Administration	Jobsplus Permit no:	46/2022

Overall Purpose of Position

The Senior Manager (Quality and Improvement) will be responsible for the establishment, implementation, maintenance, and continuous improvement of the identified quality management system/s of the MCCAA and respective entities. The Senior Manager shall ensure the promotion of awareness of customer requirements throughout the organisation in accordance with ISO 9001:2015 or any other standard that may be identified by the Authority.

Main Accountabilities & Responsibilities

The selected candidate will be expected to:

- Ensure the establishment, implementation, maintenance, improvement and effective performance of the identified quality management systems with a view to maintain and expand the scope of the certification and/or accreditation;
- Take accountability for the effectiveness of the quality management system;
- Ensure that the quality policy and quality objectives are established and improved;
- Provide horizon scanning, context analysis and ensure that systems are compatible with the context and strategic direction of the organisation;
- Ensure the integration of the quality management system requirements into the organisation's processes;
- Promote the use of the process approach and risk-based thinking;
- Ensure that the resources needed for the quality management system are available;
- Communicate the importance of effective quality management and of conforming to the quality management system requirements;
- Ensure that the quality management system achieves its intended results;
- Engage, direct and support persons to contribute to the effectiveness of the quality management system;
- Lead and promote continuous improvement, simplification of bureaucracy and customer satisfaction;
- Provide training to employees as may be necessary;
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- Manage identified projects and initiatives;
- Evaluate and assess suppliers;
- Select, train and evaluate internal auditors as may be necessary;
- Plan, initiate and lead internal audits;

- Prepare the documentation for management review meetings;
- Propose improvements in the quality system of the Certification and Laboratory Services offered and lead assigned improvements;
- Support strategy and programme management functions as required;
- Carry out effectively any other duties and responsibilities and undertake other assignments as directed by the Chairperson's Office.

Working Conditions

- Expected to work flexible hours in order to meet accountabilities and attend to work after office hours, as may be required;
- May be required to travel on company business;
- Abide by rules and regulations issued by MCCAA;
- Consult with other departmental managers as may be required;
- Expected to maintain oneself abreast with best practices relevant to the post and attend any training which may be provided;
- The nature of this position requires the employee to be physically present during office hours.

Qualifications and Experience

By the closing time and date of this call for applications, applicants must:

- i. Be in possession of a recognised degree at MQF Level 6 (subject to a minimum of 180 ECTS/ECVET credits, or equivalent) in Engineering or an appropriate, recognised, comparable qualification plus four (4) years relevant work experience, of which two (2) years must be in a managerial role; or

Be in possession of a recognised qualification at MQF level 7 (subject to a minimum of 90 ECTS/ECVET credits, or equivalent) in Engineering, or an appropriate, recognised, comparable qualification plus two (2) years which must be in a managerial role.

- ii. Be computer literate;
- iii. Be in possession of ISO 9001:2015 Lead Auditor IRCA Accredited programme or an appropriate, recognised, comparable qualification;
- iv. Have excellent verbal and written communication skills in both Maltese and English; and

- v. Be in possession of a clean police conduct, not older than six months.

Any recognised, comparable qualification and work experience shall be looked upon favourably.

Interpersonal Skills

- Work under limited supervision;
- Professional judgement and sound reasoning skills;
- Detail oriented and works with a high degree of accuracy and confidentiality;
- Problem solving skills, able to multitask and meet challenging deadlines;
- Highly organised, approachable and flexible;
- Work well in a team environment and excellent communication skills in the interaction with customers;
- Attention to detail and conscientiousness related to the quality of work;
- Understanding and awareness of safety requirements and safe practices;
- Able to maintain a professional approach at all times.

Interested candidates are to send their motivation letter, clearly quoting the position being applied for, together with a detailed **Europass CV** and **copies of academic qualifications**, to the Human Resources Director by email on careers.hr@mccaa.org.mt by the **18 February 2022**. Late applications will not be considered.