

## ROLE PROFILE - Quality Assurance Manager [Business Improvement & Quality Assurance Unit]

Career Framework: [Policy & Advisory or Matrix / Balancing or Operational /Delivery]  
Level [X] (upper or lower)

### Role Purpose:

The role holder is responsible for supporting the development and the ongoing management of quality assurance across the organisation in order to deliver the SRA's overall strategic objectives.

### Outcomes:

- Manage the effective delivery of Quality Assurance in a changing regulatory environment.
- Providing assurance to the SMT that the SRA's QA is being managed effectively and to highlight any concerns for action.
- Production of QA reports for both internal and external publication including stakeholders and the SRA Annual Report.
- To provide meaningful analysis and interpretation of QA for management, including the strategic implications and knock on effect of any trends on future plans.
- Provide coaching sessions on a one to one or small group basis to Managers in the use and interpretation of QA performance reports.
- Provide effective leadership and engagement - seen as a role model. Influencing the operational direction
  - Decision making - appropriate judgements based on sound evidence and analysis
  - Influencing change, continuous improvement and innovation - identifying creative solutions and helping others through change in a positive and constructive way,
  - Recruiting, retaining and developing talent - effective performance management and high quality coaching and support.
  - Demonstrating personal accountability - taking proactive responsibility, professional, high integrity, expertise and results driven.
  - Effective collaboration and teamwork - involving and engaging with others to achieve SRA objectives
  - Using interpersonal styles to create effective sustainable relationships
  - Demonstrating appropriate levels of care for people (e.g. through recognition, concern, respect, fairness and openness).

### Knowledge, Skills & Experience:

#### Essential

- Experience of effective operational management of a small team.
- Experience of quality assurance best practice and methodologies.
- Experience & knowledge of audit processes.
- Proven people management skills.
- Demonstrates energy, commitment, resilience and reliability under pressure.

This role profile is aligned to the SRA career framework.

The career framework profile outlines the generic requirements which are common to all roles within this type and level. This role profile outlines supplementary role specific requirements. The two profiles should be read in conjunction.

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- Strong influencing and communication skills and track record of forging strong working relationships with stakeholders.
- A confirmed track record of successfully setting and achieving targets.
- Able to prepare clear and concise documents and present arguments verbally in a persuasive manner; tailored appropriately for the audience.
- Understanding of the principle of equality and diversity, and their application in public policy
- Educated to Degree level standard, or equivalent.

### **Desirable**

- Excellent IT skills including Microsoft applications.
- Experience of working in complex regulatory / legislative settings.

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