Job Title:	**Quality Manager**
Department/Group:	Quality
Reports to:	Head of HR and Quality
Location:	Dublin

Job Description

ROLE AND RESPONSIBILITIES

Airtel ATN requires a Quality Manager to oversee all aspects of Quality, from process development to performance of QA activities on projects.

As well as being responsible for ensuring that the organization's Quality Management System conforms to customer, internal, ISO 9001, and regulatory/legal requirements. You are responsible for improving, monitoring and evolving the Quality Management System in support of Airtel's business objectives. Successfully addressing Quality issues and driving key Quality initiatives.

Role
- Quality Manger is focused on and dedicated to the developing quality assurance processes & procedures and providing on-going quality assurance management
- It is not a people management role, but may have a small team of 1 or 2 staff, possibly on a rotating staff basis

Job
- Responsible for QMS (Quality Management System) for Software Development
  - Develop and improve the QMS with support as required from all development staff
  - QMS includes:
    - Software Development Processes and Procedures
    - Software Development Standards
    - Software Development Templates
    - Software Development Environments and Tools
  - Organise QMS Training
  - Bring Clarity to QA role in software development
  - Infuse Quality within the Software Development Teams
- On-going Software Quality Assurance Management
  - Manage QA activities performed by QA Representative (QA Representatives might be assigned on a temporary basis or permanently, however the development team is currently just over 20 people)
  - Perform the QA Manager activities in one or more projects:
    - Produce the SQAP (Software Quality Assurance Plan)
  - Perform the QA Representative activities in one or more projects
    - Produce the SQAP (Software Quality Assurance Plan), meaning inspections, audits and other QA activities
  - Define KPIs for QA activities

  - Responsible for the Quality Management System

- Responsible for the ISO 9001 certification project
- Responsible for co ordinating, Quality meetings
- Responsible for the development of audit plans, audit schedules
- Responsible for conducting or coordinating all internal and external ISO audits
- Report on Quality issues to the management team, attending, as required, management team meetings to represent Quality
- Champion and drive approved Quality initiatives across all functions within Airtel
- Represent Airtel at customer meetings / reviews from the perspective of Quality (as required)
- Support Airtel in any customer, partner or third party audits
- Sign off on Quality Assurance documents

Necessary

The ideal candidate would:
- Believe in Quality Systems and Continuous Improvement
- Have a Process Oriented Approach
- Understands the difference between Quality Assurance and Software Testing
- Deep understanding of Software Quality Management Systems
- Good communication, presentation, persuasion and report writing skills.
- Ethical with a strong commitment to transparency in every aspect of your role
- Educated to degree level with a demonstrable commitment to continuous learning
- Working knowledge of ISO 9001;2015

Useful

- Experience working in software development in a regulated environment such as Aviation, Transport or Medical
- Exposure to Telecommunications Software development
- Safety Certifiable Software Development Guidelines and Standards for example:
  - Aviation software development process guidelines (DO-178B/C (RTCA) or ED-12C (Eurocae)
  - MISRA (Motor Industry Software Reliability Standards)
- Experience/knowledge of Agile development framework

SKILLS AND QUALIFICATIONS REQUIREMENTS

- The ideal candidate should have at least 8 years' experience in various software development but a candidate with less might be suitable depending on motivation and depth of experience
- Qualification in ISO 9001:2015
- Strong commitment to Quality and improving the level of Quality in Airtel
- Professional and organised approach to the job
- Good communicator and influencer

- Exhibits proactivity, energy and resilience in achieving objectives and dealing with the constraints of the busy environment in a small company like Airtel
- Exhibits a deep understanding of Airtel's business and associated Quality requirements
- Champion the Quality functions agenda across all functions
- Contribute and conform to the Quality Management System in Airtel ATN

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Take ownership of personal and professional development
- Mentoring others
- Coaching and Training
- Provide knowledge transfer to all functions within the Company

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the ongoing needs of Airtel.

Last Updated By:	HR Department	Date	15/12/2021