



Job Description

Head of Quality, Risk & Processes

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Position: Head of Quality, Risk & Processes	Reports to: Operations Director
Direct reports: 1 QSE Engineer	Location: emovis SAS (France) with some international travel

Main Purpose of this position:

Reporting to the group Operations Director, the Head of Quality will play a key role in the implementation, maintenance and certification of the company's Quality Management System. They will work closely with the leadership team (emovis SAS) to develop and improve processes to ensure full regulatory compliance; to manage and mitigate risks; and promote the development of good business practices which ensure our products and services meet customer needs.

They will lead the following areas:

- Oversight of the company's Quality Management System; plus direction and reporting of all compliance related activities
- Audits, risk assessments and corrective actions to manage risks and validate compliance with standards and regulatory requirement (including external certification where required)
- Definition of quality processes, documentation control and compliance best practice – including during bid/sales and pre-operations phases
- As the company's Data Protection Officer, the key point of contact both for internal guidance and with external data protection authorities

Key Responsibilities:

1. Quality Management System (QMS)

- 1.1. Manage the day to day activity of the QMS, tracking of quality performance data and plan the annual cycle of activity and audits required to meet certification requirements
- 1.2. Ensure all QMS documentation is complete and accurate
- 1.3. Provide line management to any staff assigned to the quality team.

2. Audits, Assessments & Corrective Action

- 2.1. Plan and deliver audits and risk assessments to validate compliance with standards and regulatory requirements, including those instigated by Abertis
- 2.2. Report findings and escalate concerns and key risks to Executive Committee



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- 2.3. Lead role for audit process to facilitate certification to external standards such as ISO9001, ISO14001, Abertis audits and others as prioritized by Executive Committee
- 2.4. Identify and track completion of corrective actions to maintain compliance with standards and regulatory requirements

3. Processes & Documentation (process management)

- 3.1. Ensure processes are defined and documented; promote best practice methodology to ensure process control, continuous improvement and performance management
- 3.2. Responsible for setting the standardized practices and system to effectively manage storage of documentation and ease collaboration across group
- 3.3. Reviews key processes and procedures across all functions and assess customer feedback (surveys/complaints) to identify potential improvements and promote a culture of excellence and customer focus

4. Risk, Governance & Compliance

- 4.1. Implement process and software to effectively manage risks and track compliance to agreed standards
- 4.2. Facilitate the updating of the organisation's risk and opportunities matrixes and support quarterly risk reporting to Abertis
- 4.3. Personally comply with the organisation's policies and procedures
- 4.4. Ensure delivery of education and training to employees in compliance and risk related topics (in conjunction with People & Organization team)

5. Data Protection Officer

- 5.1. Ensure delivery of education and training to employees in GDPR (General Data Protection Regulations)
- 5.2. Maintain records relating to data processing
- 5.3. Key point of contact for external data protection authorities such as Information Commissioner's Office
- 5.4. Key point of reference internally (group and subsidiaries) for best practice associated with data protection and privacy requirements

6. Bid/Sales/Pre-Ops and Project Support

- 6.1. Support bid activity by helping the business development team articulate the company's knowledge and expertise in quality systems, process management and continuous improvement - this may include support in writing of bids, and presenting to new prospects
- 6.2. Provide subject matter expertise and hands on support during pre-operations phase of project delivery
- 6.3. Validate quality plans for all projects and services during planning phase



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6.4. Prevent delivery of projects and services which do not satisfy quality requirements previously documented in quality plans

6.5. Lead and support specific improvement projects as defined by company priorities for example Transformation & Efficient Project (TEP)

This Job description provides a guide to the duties and responsibilities for the position but the Company may require you from time to time to do any work within your capacity.

Person Specification

SKILLS AND ABILITIES Skills the applicant would need to do the job	<ul style="list-style-type: none">• High proficiency in English and French (written & verbal)• Analytical mindset• Able to prioritise and manage multiple tasks• Able to collaborate and work well with people at all levels
EXPERIENCE Experience the person would need to do the job	<ul style="list-style-type: none">• Proven record of project and/or quality management with an annual planning cycle• Understands emovis' technical and organizational structure• Experience of managing senior stakeholder relationships• Experience of inspection, assessment and/or audit processes
KNOWLEDGE Knowledge this person would need to do the job? Any specific qualification or training requirements.	<ul style="list-style-type: none">• Knowledge of data protection laws, quality management systems and ISO standards• Knowledge of road tolling operations and technical infrastructure• Ideally certified in a quality-related or process improvement discipline
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS Any other qualities you are looking for from the applicant	<ul style="list-style-type: none">• Excellent interpersonal skills• Trustworthy and confidential• Consistent high quality output• Willingness to travel internationally