



Job Description

Post: Head of Quality and Assurance	Department/Region: Science and Standards	Location: London
<p>Purpose of post:</p> <p>Underpinning and integral to the MSC work and its ecolabel program are the standards and certification processes which it sets and maintains: the Fisheries Standard and the Chain of Custody Standard, the General Certification Requirements, the specific requirements relating to fisheries and Chain of Custody certifications and formal systems such as the Complaints Procedure. The credibility of the standards and processes are critical to the MSC's success. The Quality and Assurance team plays a key role in ensuring that the standards are developed and operate in line with international best practice and guidance, and that third parties and our staff implement these standards (and associated policies) appropriately.</p> <p>The Head of Quality and Assurance leads the team responsible for managing the policy development process to ensure that MSC standards and internal and external systems meet the requirements of international norms, are internationally recognised as being best in class, and that the third-party certification and the accreditation system run smoothly and effectively. This is a critical role within the Science and Standards team and is responsible for maintenance of all MSC standard-related documentation, policy development and assurance mechanisms.</p>		
Line Relationships	Key Work Relationships	Authority Limits
<p>Responsible to:</p> <p>Chief Science and Standards Officer</p> <p>Responsible for:</p> <p>8 posts covering policy development, benchmarking and compliance, assurance, and training</p>	<p>Internal:</p> <ul style="list-style-type: none"> Fisheries and Supply Chain Standard teams Accessibility and Global Communications & Marketing teams Chief Operating Officer Governance Secretary Learning and Development team in Corporate Services Relevant outreach departments associated with policy development Technical Advisory Board Stakeholder Advisory Council <p>External:</p> <ul style="list-style-type: none"> Conformity Assessment Bodies (CABs) 	<ul style="list-style-type: none"> Level 6 post Financial limits in accordance with Financial Handbook

		<ul style="list-style-type: none"> • Accreditation Services International (ASI) • International Social and Environmental Accreditation and Labelling Alliance (ISEAL) 	
Contractual Terms (UK)		Benefits (UK)	
Contract type:	Permanent	Annual leave:	25 days
Probation:	6 months	Pension:	After 3 months, join Tier 1 (3% contribution from employer & 5% employee). On successful completion of probation, Tier 2 (9% employer & 6% employee); choice of salary sacrifice
Notice:	3 months	Other benefits:	4x death in service insurance
Working hours:	35 per week	Working time	Monday – Friday; 09:00 – 17:00
<p>MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. MSC works across different time zones and evening or weekend work and/or some international travel and overnight stays may be required occasionally. No overtime is payable, however under certain circumstances Time off In Lieu is granted.</p>			

Key Responsibilities

Policy Development

- Providing effective programme management and support for the development of all MSC policy related to the Fisheries, Chain of Custody and accessibility workstreams.
- Ensuring that MSC policy is robust, consistent and clearly communicated to all stakeholders, and that policy development processes include all relevant stakeholders and contributes to the resilience of the MSC programme.
- Defining the systems and procedures used for policy development in a Quality Management System, including maintaining the Standard Setting Procedure, Policy Development Procedure, consultations website and other mechanisms.
- Identifying and addressing issues that are relevant to, or threaten, the implementation of existing, or new MSC Standards policy and processes. Designing creative and innovative solutions to address these issues including the commissioning of research by the Strategic Research team and/or external consultants.

Benchmarking and compliance

- Ensuring that MSC standards, certification requirements and assurance systems are consistent with international norms and requirements (ISEAL, GSSI, FAO, ISO)
- These standards, requirements and systems are benchmarked against such other requirements and standards accurately and the status of different analyses is clearly communicated to MSC staff.

Assurance

- Providing support for the systems underlying MSC's third-party certification system, including the relationships with ASI and CABs (e.g. the annual Tripartite Meeting).
- Managing and operating the Peer Review College (currently contracted out) and taking a direct responsibility for supporting the development of systems to ensure the quality of the Peer Review College outputs.
- Developing systems and KPIs for quality and assurance, and monitoring performance of the program in terms of its credibility, the effectiveness of its compliance with international norms, and the effectiveness of its training programs.
- Managing the MSC process for complaints about the Standards and their operation.

Training

- Ensuring that training schedules and programs are developed to ensure consistent application of the standards by third party auditors and to improve consistency of pre-MSC training and auditing
- Ensuring that in providing training resources, the Quality and Assurance team liaises effectively with other Science and Standards departments, CABs and other users. Work with the Developing World team to ensure efficient application of the MSC Capacity Building Program.
- Ensuring that training and induction programs are developed and delivered so that all internal and external stakeholders are knowledgeable about MSC systems, coordinating with the Learning and Development team in the Corporate Services department.

Internal Relationships & Management

- Leading and managing the Quality and Assurance team, ensuring that it has the appropriate structure and resourcing. Managing the use of consultants as necessary. Ensuring the team works effectively and efficiently on projects, prioritising work appropriately.

- Reviewing the quality of outputs from the team, in particular the quality of papers presented to the Technical Advisory Board and the overall operation of the Peer Review College.
- Liaising with Global and Science Communications functions to provide support to regional communications teams on issues relating the control of messaging regarding certified entities and the MSC's certification systems.
- Working closely with the Chief Operating Officer and Governance Secretary, supporting relevant governance activities, particularly in relation to the Technical Advisory Board, but also the Stakeholder Advisory Council and MSC Board, as directed.
- Overseeing procurement processes within Science and Standards, ensuring that this activity and the ensuing contracts follow MSC policies and procedures, including filing that contracts are filed in the central database.
- Engaging at a high level with other senior managers in the MSC and promoting good coordination and information to ensure that the work of the team is known, and it responds rapidly and effectively to feedback from other MSC departments (e.g. outreach, Standards) and externals (such as governance bodies).
- Working with the Chief Science and Standards Officer and the Chief Operating Officer to ensure appropriate staff capacity and performance in the team.
- Providing support to MSC's International Partnerships Director in generating funds in support of scientific or other projects, as appropriate.
- Responsible for adoption of all enterprise digital tools employed by Quality and Assurance staff; ensure that these tools meet the ongoing needs of the team through effective engagement with digital and IT teams.
- Collaborating with other teams and senior managers as required.
- Managing team and project budgets and expenditure.

Note

No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation. Duties must also be carried out in the context of and in compliance with the MSC's Equality & Diversity and Health & Safety Policies.

Person Specification:

Required Attributes

Technical Skills, Qualifications & Experience

- **Experience:** Significant knowledge of standard setting systems, international norms and requirements relevant to standard setters using third party certification and accreditation systems, and document control systems. Familiarity with the MSC Standards and Certification Requirements, would be an advantage; auditing experience would also be an advantage.
- **Qualifications:** MSc or equivalent post-graduate qualification in a relevant technical field. Specialist subject knowledge at senior level in fisheries or supply chain systems.
- **Policy Development:** Significant proven experience in international policy development, stakeholder consultation and engagement on complex and/or contentious topics, demonstrated success with complex project management, and experience collaborating with international scientists and policy makers.
- **Project management:** Demonstrated ability to meet tight deadlines and manage multiple projects with long lead times (2 years), using internal and external resources.

	<ul style="list-style-type: none"> • Market-based eco-labelling programmes: The post holder must also have empathy for the role of market-based eco-labelling programmes and be willing to champion such initiatives. • Strategic thinker: Ability to horizon-scan and identify threats to the reputation and credibility of the MSC, develop research and set up internal systems to respond pro-actively to these threats. • Logical thinker: Well-developed analytical and systematic problem-solving skills, demonstrating sound reasoning abilities and logical decision-making. • Finance & budgets: Demonstrated experience in financial management, including developing budgets and monitoring expenditure for a diverse range of projects. • Languages: Excellent communications skills are required in spoken and written English. A second language would be highly desirable but is not essential. • IT: Competency in the use of administrative and business management software packages (MS Word, Excel, SharePoint, project management tools, etc.)
Relationship Management	<ul style="list-style-type: none"> • Proven experience in building, mentoring, and coaching teams of mixed backgrounds and experience and with geographically and culturally diverse members. Experience in and understanding of the challenges of managing from a distance. • A clear understanding of and affinity for the stakeholder-engaged processes operated by the MSC. • Demonstrated effective experience of working in partnership with stakeholders, preferably in an international context. Experience of working within organisational governance structures desirable. • Ability to withstand and respond objectively to challenges from stakeholders with differing viewpoints. • Evidence of an ability to manage relationships with colleagues, stakeholders and collaborators successfully, with a people-centred approach to business and work. • Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC programme by stakeholders around the world.
Communications	<ul style="list-style-type: none"> • Demonstrated excellence in spoken communication and presentation skills with a diverse range of people and ability to represent the MSC at external events, including speaking at conferences and media interviews. • Evidence of an ability to successfully manage relationships with colleagues, stakeholders and collaborators, with a people-centred approach to work. • Demonstrated cultural awareness and sensitivity to the diversity of values, views and approaches to issues relevant to the MSC program by stakeholders around the world. • Excellent written and spoken communication skills that can be tailored to suit a diverse range of audiences.
Personal attributes	<ul style="list-style-type: none"> • Gravitas and confidence to gain the credibility and respect of Board members and staff at all levels of the MSC, as well as external partners and stakeholders. • Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, where appropriate, in pursuit of the MSC's mission and vision. • Excellent judgement and creative abilities, including influencing, negotiating and problem-solving skills, and ability to make decisions in a rapidly changing environment. • Versatility to combine self-management and self-support when working alone with productive team membership and leadership. • Well-developed analytical and systematic problem-solving skills, demonstrating sound reasoning abilities and logical decision-making. • Strong attention to detail.

	<ul style="list-style-type: none"> • Empathy and interest in the MSC's mission and objectives.
Circumstances	<ul style="list-style-type: none"> • Weekend work and domestic and international travel may be required on occasion.

Job Description Agreement	
Chief Operating Officer's Signature:	Date:
Job Holder's Signature:	Date: