# Marine Stewardship Council

## Job Description

**Post:** Quality and Assurance Manager  
**Department/Region:** Quality Assurance / Science and Standards  
**Location:** London, UK

**Purpose of post:**

The credibility of MSC’s policy development and assurance processes are vital in ensuring that our certification and eco-labelling programme remains world leading and contributes to creating a more sustainable seafood market.

To be responsible for developing and maintaining systems and products used to ensure the quality of the MSC’s policy development and assurance processes (which includes certification and accreditation) and their suite of official internal and external scheme documents and procedures. You’ll also promote quality in the department and support on assurance related tasks.

## Line Relationships

**Responsible to:**  
Senior Assurance Manager

**Responsible for:**  
N/A

## Key Work Relationships

**Internal:**  
- Science and Standards department  
- Quality and Assurance team  
- Fisheries and Commercial Outreach departments

**External:**  
- Independent or peer evaluators

## Authority Limits

- Level 4 post
- Financial delegations in accordance with Financial Handbook

## Contractual Terms (UK)

**Contract type:** Permanent  
**Annual leave:** 25 days  
**Probation:** 6 months  
**Pension:** After 3 months, 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

The MSC supports flexible working, so the pattern of hours may vary according to operational and personal needs. The MSC works across different time zones so 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 may be granted.

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Key Responsibilities

This work has four objectives, detailed below. To deliver these objectives, the post holder will perform the following functions either directly, or through coordination with other teams in the Science and Standards department.

Develop and embed the use of the Science and Standards team’s Quality Management System (QMS), identifying needs and ensuring review and revision of procedures as necessary:

- Program and record management for all Science and Standards QMS documents;
- Develop and review QMS documents for Science and Standards procedures;
- Ensure that QMS documents are following ISO, ISEAL, GSSI, FAO codes where necessary;
- Identify training needs and train Science and Standards employees on developing and using QMS documents.

Support standard and assurance system compliance and benchmarking. This includes:

- Be responsible for coordinating compliance reporting;
- Undertake periodic reviews of the processes to ensure their relevance, effectiveness and compliance;
- Ensure consistency of approaches used across MSC programs;
- Support the Senior Assurance Manager with assurance system related research and analysis;
- Coordinate benchmarking activity and retain records on such activity and outcomes;
- Support the Senior Assurance Manager to ensure that MSC standards, certification requirements and assurance systems are consistent with international norms and requirements (ISEAL, GSSI, FAO, ISO), and where they are benchmarked against these requirements and other standards this benchmarking is performed accurately.

Be responsible for the Science and Standards team’s Issues Log and Complaints Procedure:

- Manage complaint investigations;
- Support the process to prioritise issues for development via research;
- Manage the process of recording and updating the policy issues log and complaints investigations;
- Embed use of the Issues log and understanding of the complaint’s procedure across the organisation.

Manage change to the MSC scheme documents, ensuring accurate and current requirements are always maintained and available to stakeholders:

- Manage long-term projects resulting in changes to the General Certification Requirements, with multi-stakeholder involvement;
- Maintain document control for, and version control of, public scheme documents;
- Manage change to all normative documents in collaboration with subject matter experts and provide training where necessary on the change management process;
- Report document changes to appropriate MSC Governance bodies.

The post holder may be asked to undertake other suitable tasks at the direction of the Senior Assurance Manager, Senior Policy Manager, Head of Standards Policy and Assurance and Chief Science and Standards Officer.

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.
You will be expected to carry out all duties in the context of and in compliance with the MSC’s Equality & Diversity and Health & Safety policies.

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<td><strong>Required Attributes</strong></td>
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| **Technical Skills, Qualifications & Experience** | • Educated to (Master’s preferred) degree or with equivalent experience in a sustainable development, quality management, environmental discipline e.g. environmental law or policy, environmental technology, marine or fisheries science, etc.  
• Experience of issue and/or complaints management, and an ability to analyse problems and develop strategies for their solution.  
• Experience with International Standards Organisation (ISO) or ISO-based standards and certification; Certification of quality control (e.g. ISO 9001 lead auditor) would be an advantage.  
• Well-developed IT skills including confident use of standard software packages, MS Office products (Word, Excel, PowerPoint, Outlook, Adobe Acrobat) and project management software. |
| **Stakeholder Oriented** | • Evidence of an ability to successfully manage relationships with stakeholders, collaborators, and colleagues with a people-centred approach to business and work essential. |
| **Organisational and Management** | • Versatility to combine self-management and self-support when working alone with productive team membership.  
• Excellent project planning, work planning, personal organisation and time management skills.  
• Proven experience of project management techniques including managing change to complex documents, version control etc. |
| **Communications** | • Excellent verbal and written communication skills in English – a second relevant language is desirable but not essential.  
• Demonstrated excellence in:  
  o selling an idea or concept and winning support;  
  o preparing and delivering presentations;  
  o spoken communication skills, with a diverse range of people including senior people in business and government. |
| **Personal attributes** | • Well-developed analytical and systematic problem-solving skills, demonstrating sound reasoning abilities and logical decision making.  
• Interpersonal skills with an ability to work with people at all levels, motivate others and change people’s attitudes when necessary.  
• High level of integrity, accountability and credibility.  
• Ability and confidence to gain the credibility and respect of staff at all levels of the MSC, as well as external partners, stakeholders and other collaborators. |
- 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.
- Willingness and enthusiasm to contribute to MSC-wide responsibilities and development, where appropriate, in pursuit of the MSC’s mission and vision.

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<th>Job Description Agreement</th>
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<td>Chief Operating Officer’s Signature:</td>
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<td>Job Holder’s Signature:</td>
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