JOB ADVERT

VIRTUS Data Centres

Job Title: Lead Quality Manager
Department: Operations – Quality & Performance
Primary job location: Stockley Park
Reporting to: Quality and Performance Director
Direct reports: 4 x Technical Quality Managers
Job type: Permanent, full-time role

About VIRTUS

VIRTUS Data Centres is the UK’s fastest growing data centre provider which owns, designs, builds and operates the country’s most efficient and flexible data centres. Our mission is to consistently exceed the expectations of customers through innovative, high quality solutions and services. We employ intelligent thinkers – people with positive attitudes, who add the quality of customer proposition and business. We value individual endeavour and initiative, encourage teamwork and togetherness because collective experience and expertise is VIRTUS’ greatest strength.

Role and responsibilities:

Reporting to the Quality & Performance Director, the Lead Quality Manager (LQM) will support both the site teams and Service Management Centre (SMC) on all technical plant aspects of the day to day running of the facility. The scope includes Data Centre risk management, incident management and change management working with VIRTUS site-based teams you will deliver the “check and verification” of the excellent service VIRTUS delivers to its customers (internal and external), as the lead and focal point for the TQM team this role will manage the team and where applicable cover holiday and sickness.

Main Duties:

The role includes but is not limited to the following:

- Deliver the core principles of VIRTUS operational excellence
- Maintaining zero customer down time including any breaches to contractual SLA’s and KPI’s.
- To drive the VIRTUS Golden Rules are deployed 24/7/365 by the VIRTUS operations team and appointed contractors.
- Accountable for the TQM team working closely with the Service Management Team on the incident management process, communications and fault updates ensuring incidents are accurately reported and managed.
• Accountable for Change Management Review of application that includes method statements, risk assessments and permit approvals of associated work activities, this review will be the quality verification at the earliest stage.

• Quality updates for internal periodic incident management reporting, to the operational leadership team.

• Ensuring faults or advisories that have been reported are logged and tracked through to completion, utilising the Service Now IT platform.

• Derive and drive the risk, problem and incident reporting that allows for a holistic view of the business risk displayed in a dashboard format.

• Breakdown Post Incident Reviews and gauge a full understanding of the ticket and put in place a resolution into the service now platform to drive to resolution.

• Assess the status of each individual site risk registers to reflect actions required from incidents (trending WIP and items that may be deemed as an accepted risk and not requiring resolution).

• Assist in the scheduling of follow up actions from incidents with appointed campus Technical Managers/DCM’s.

• Where relevant, ensure deployed solutions are included into local scenario testing regimes.

• Awareness and compliance to all Health and Safety policies, procedures and industry practises.

• Assist local teams in the performance management of 3rd party maintenance contractors / suppliers, ensuring work is completed to a high standard, this will require random and unannounced site visits during maintenance to verify the end to end process through to quality of completion (Supervision, adherence to process, completion of documentation and workmanship standard).

• Working with the operational standards manager (OSM) ensure resolutions deployed are factored into local Maximo CAFM systems and operational best practices where ongoing maintenance regimes may be required.

• As the lead member of the TQM team the role will be accountable for 24x7 service coverage for the department and the first point of contact for any shift coverage for team vacation.

• Work closely with the Quality and Performance Director to ensure best practices are being followed in accordance with the Uptime Institute “management and operations” philosophy.

• Any other reasonable requests made by your line manager.
**Person Specification**

**Experience:**

**Essential:**

- A technical qualification in electrical/mechanical discipline.
- Solid experience in Data Centre or critical Facilities Management.
- Strong and demonstrable process management experience in a live operational environment.
- Extensive real time Incident / Fault management experience in a business-critical environment.
- Experience with business continuity, risk Management, incident Management and change control.

**Knowledge:**

**Essential:**

- Good understanding of Health and Safety, ISO standards, and compliance.
- BMS, PMS, fire systems.
- A developed knowledge of Microsoft Office is a fundamental requirement.
- A team management experience is required.

**Skills:**

**Essential:**

- Ability to quickly understand, interpret and clearly explain complex issues to different audiences.
- Strong sense of customer service and demonstrates an understanding of needs of customers, keeping them in mind when taking actions or making decisions.
- Flexible, adaptable innovative.
- Ability to contribute to and work well with the team.
- Takes ownership and accountability.
- Tenacious and assertive where necessary yet calm under pressure.
- A strong sense of urgency to drive issues to conclusion.
- Good communication skills (written and spoken).
- People managing communication and relevant soft skills

In line with the VIRTUS’ Safeguarding Policy, the successful applicant must be willing to undergo a BS7858 screening process.
Remuneration package and benefits:

- Competitive rate of pay.
- Private healthcare.
- Critical illness and life assurance.
- Pension contribution scheme.
- Discretionary bonus.

Please let us know via email if you require any reasonable adjustments for any part of the recruitment process.

If you are interested in this role, please email your CV to Humanresources@virtusdcs.com.

We reserve the right to close this post for applications should sufficient applications be received.