

# Quality Manager

**Location:** On-site at Stratford, London

**Reporting to:** Head of Construction

**Contract Type:** Full-time

## About us

We're growing fast – as Newham's housing delivery company, Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infill to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

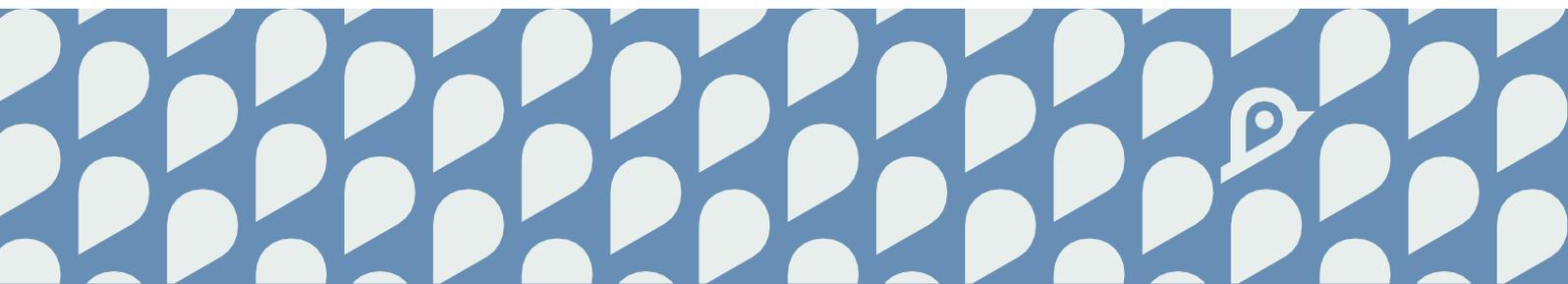
## Role purpose

This role ensures the delivery of consistently high construction quality across Populo Living's development programme. The Quality Manager acts as both the on-site construction quality lead and the manager of Populo Living's ISO 9001 quality management system.

- Lead construction quality inspections across all build stages.
- Oversee and continuously improve the ISO 9001 Quality Management System.
- Support aftercare by investigating defects and improving build methodologies.
- Promote compliance with specifications, H&S legislation, and Building Regulations.
- Produce high-quality reporting and support project teams with quality-related guidance.

## Key responsibilities

- Conduct weekly site inspections and monitor compliance, workmanship, H&S, and progress.
- Review drawings, specifications, contractor documentation, and identify areas of non-compliance.
- Produce inspection plans, checklists, detailed reports, NCRs and maintain accurate evidence records.
- Lead ISO 9001 compliance, internal auditing, corrective actions, training, and continuous improvement.
- Act as the lead contact for aftercare issues, supporting defect investigation and post-handover reviews.
- Witness testing and commissioning (M&E, fire systems, lifts, specialist systems).



- Support development of Employer's Requirements, design guides, contract documentation and maintenance planning.
- Liaise with contractors, consultants, the housing team, and external monitoring teams.
- Ensure strict compliance with Building Safety Act requirements, CDM 2015, and warranty provider standards.
- Contribute to continuous improvement, coaching junior staff and promoting best practice.
- Manage stakeholder relationships including London Borough of Newham.

### **Knowledge and experience**

- Proven experience in construction monitoring, quality assurance, and compliance.
- In-depth knowledge of construction methods and building services.
- Strong understanding of health & safety, building regulations, and statutory requirements.
- Excellent communication, reporting, and stakeholder management skills.
- Ability to produce detailed inspection reports and maintain accurate records.
- Professional, proactive, and diligent approach.
- Previous qualification in a relevant discipline such as NVQ 6 Site Inspection
- Professional membership of appropriate body desirable, e.g., ICWCI, RICS, MCIQB
- Excellent understanding of the Health and Safety File, Reg 38 and Operation & Maintenance manuals.

### **Key Skills**

- Meticulous approach to inspecting works, identifying discrepancies, and ensuring compliance with specifications and regulations.
- Strong understanding of construction methods (steel, timber, concrete, masonry, MMC), building services, and UK building regulations.
- Up-to-date knowledge of health and safety legislation, including the Building Safety Act and CDM 2015.
- Proven experience in managing ISO 9001 or similar quality management systems.
- Excellent verbal and written communication skills, able to produce clear, comprehensive reports.
- Proactive in identifying issues, proposing solutions, and supporting remedial actions to maintain project quality and timelines.
- Well-organised, able to manage multiple inspections, reports, and deadlines across different stages of construction.



### **Personal attributes**

- Commercially astute and delivery focused
- Politically aware and emotionally intelligent
- Leads by example and possesses a high degree of integrity
- Self-starting and independent whilst being able to work collaboratively
- Sets themselves and others challenging but achievable objectives
- Comfortable challenging in a professional manner, brokering solutions in order to achieve goals
- Strategic thinking
- Aling with organisation's core values

### **How to Apply**

Please send your CV and Covering Letter to:  
[HR@populoliving.co.uk](mailto:HR@populoliving.co.uk)

