IHE Delft is the largest international graduate water education facility in the world and is based in Delft, the Netherlands. The mission of IHE Delft is to work in partnership to strengthen capacity in the water sector, to achieve global sustainable development. IHE Delft has a permanent staff of 230 of which more than 140 are academics from all over the world, while about 250 guest lecturers from academia and industry contribute to our educational programmes. Each year 750 professionals (including about 200 new MSc students per year) from all over the world attend various water-related courses at IHE Delft. The Institute has an international staff & student community with English as the working language.

Quality Manager and Data Protection Officer (QM)  
0,84 – 1,0 FTE

The IHE Delft quality manager has 3 roles: Quality Manager, Privacy & Data Protection Officer, and Project Manager.

The quality management goal is to develop, execute and improve the Quality Management System for all business processes excluding education, in conformance with legislation and regulations and internal policy, in order to meet certification requirements and to improve quality and consistency in service provision.

The goal of the second role, Privacy and Data Protection Officer, is to implement the IHE Delft strategy through policy, assessment and communication, for all IHE Delft processes, to ensure compliancy with legislation such as General Data Protection Regulation (GDPR).

The project management goal to implement improvements based on recommendations from internal (or external) audits.

The position reports to the Business Director.

Responsibilities

Quality Management

- Develop, execute and improve the institute’s Quality Management System through policy and procedures;
- Set objectives and independently write the quality year plan;
- Organize and execute internal audits on quality compliance, based on customer requirements and audit history and verify that procedures are in use, functional and efficient. Recommend changes to existing procedures to managers;
- Motivate and decide upon external certification and initiate, prepare and coordinate external audits;
- Quality knowledge development of staff, using the enterprise architecture model to increase accessibility of our process documentation;
- Work with all departments to document, monitor and improve their processes, establishing standards of service for customers or clients.

Privacy and Data Protection

- Implementation of the Privacy and Data Protection strategy through policy containing vision, reach, privacy management structure, responsibilities, process ownership, audit principles and how owners must address the rights of involved people;
- Organizing Data Protection Impact Assessments for the high level non compliancy risks identified in the organization Data Protection Impact assessment;
- Maintain and execute relevant procedures and registers such as the personal data processing register, the data leakage procedure and incident register and an annual privacy report;
• Raise awareness, provide practical advice and guidance to internal (e.g. staff) and act as a point of contact to external parties (e.g. customers, the Dutch Autoriteit Persoonsgegevens).

Project management
• Project initiation, business case development and writing plans of actions to implement the Quality Management recommendations from internal audits (often these will affect multiple departments);
• Implement and manage approved projects, monitor progress and act on time, quality and budget exceptions.

NB. The project management component is smaller as recommendations are normally implemented by departments themselves, but it may be used where your recommendations exceed the scope of the departments’ responsibilities.

Position requirements
• The candidate must have a Bachelor or a higher degree in a discipline relevant to the position (e.g. Business administration, Information Management);
• At least five years professional experience in a Quality Management role preferably with ISO certification;
• Experience with BPMN2.0 notation (or equivalent) and enterprise architecture methodology (or equivalent);
• Preferably certified CIPP/E, CDPO or willing to take the courses;
• Experience with information or data protection risk assessment and risk assessment methodologies;
• Knowledge of the Dutch privacy and data protection legislation, EU General Data Protection Regulation (GDPR) and the other relevant statutory codes of practice, decisions and guidance;
• Project management certification Prince2 practitioner (or equivalent) or willing to take the course;
• Proactive and able to work independently in a diligent, structured and accurate way with excellent communication and interpersonal skills within a multi-national and cultural context;
• Proficiency in English and Dutch.

Terms of employment
The (0.84 - 1.0 FTE) position is based in Delft, The Netherlands. The initial contract is for 1 year. A competitive salary (scale 11) is offered depending on qualifications and experience in accordance with the conditions of employment of the CLA for Dutch Universities. The appointment implies entry into the Netherlands’ Civil Service Pension Fund (ABP).

How to apply?
Applications (in English), should respond specifically to the requirements, and can be sent until 21 August 2020 including curriculum vitae and motivation letter (all together as one PDF file with your family name as the filename), to IHE Delft, attn. Human Resource Management (Email to: recruitment@un-ihe.org), stating vacancy-number 20-REC-01. For further information, please contact j.vandijk@un-ihe.org.

Reactions from staffing agencies and other 3rd parties are not appreciated.