

Job Description

Job Title: Quality Manager
Reporting: QHSE Manager
Department: QHSE
Location: Primarily West Bromwich office with routine visits to Newry, Aylesford and St Ives offices.

SUMMARY

Responsible for promoting quality achievement and performance improvement within the business, developing and maintaining Systems and Processes needed to support company objectives and which comply with ISO 9001, as part of the business's Integrated Business Management System (BMS).

With the support of Senior Management, Identify and Deliver Improvement Initiatives through departmental managers, ensuring all products are consistently designed, manufactured, assembled and commissioned in accordance with the business and customer specifications and terms on a 'Right First Time, Every Time' basis. Completes assigned activities under the direction of the QHSE Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Proactively drive Continual Improvement and positive Quality Performance over all areas of the business and suggest Targeted Improvement Initiatives in line with ISO 9001, which should be S.M.A.R.T. and reflect the business's Customer Focused ethos.
2. Visits as required to suppliers premises in UK and to UK project (Customer) sites with occasional visits to overseas supplier premises.
3. Build a quality team approach with representatives from departments to assist in driving positive Quality Performance.
4. Benchmark the company's Quality Performance against other similar businesses.
5. Update the Senior Management Team on Best Practice, which has the potential to improve performance of the company.
6. Deliver agreed business Targets & Objectives and Improvement Initiatives, including tracking specific Key Performance Indicators (KPIs), with the support of Senior Management.
7. Supported by the QHSE Manager, Act as Lead Internal Auditor in respect of the Company's Management Systems.
8. Assist the QHSE Manager with external Audits as required.
9. In conjunction with the QHSE Manager, develop/maintain and update the company's BMS system as required.
10. Proactively engage with the Company's Supply Chain on all aspects of Quality, carry out random Inspections, witness Factory Acceptance Tests (FAT's) and assist the Production Department in ensuring the effectiveness of Pre-Delivery Inspections (PDI's).
11. Assist the QHSE Team with Vendor/Supplier Assessments.
12. Work regularly and consistently with the various company departments and Offices to ensure the applicability of and compliance with Business Processes and Procedures.
13. Take the lead in establishing (through diligent investigation) and recording Root Causes and Preventative Actions arising from Non Conformities (NCR's) within the Business and its Supply Chain, involving other business departments and Suppliers as necessary.
14. Investigate, establish actions (across the business as necessary) and close out any Quality based Customer Complaints.
15. Collate and record information in respect of Customer Satisfaction.
16. Feed into a monthly report for QHSE performance and issues, including KPI reporting.
17. Be visible within the business and promote diligence and attention to detail in regard to individual performance.
18. Assist Project Engineers/Managers with the requirement of more complex Project Quality Plans & Inspection and Test Plans (ITP's).
19. Provide support to the business to complete prequalification questionnaires and tender documentation

20. Performs all work in accordance with established safety procedures.

21. Other duties may be assigned as required.

OTHER DUTIES AND RESPONSIBILITIES include the following;

1. Carry out all job functions in compliance with the company's certified ISO standards and Business's Quality requirements.
2. Provide assistance where necessary in terms of Health, Safety & Environmental management.
3. Provide reports to the QHSE Manager on specific issues relevant to the role from time to time.
4. Liaise closely with all departments, in relation to levels of Customer Service and Customer satisfaction.
5. Liaise closely with the QHSE Manager on all matters relating to QHSE and the BMS.
6. Support the company's Procurement Team in the meaningful measurement of Supply Chain Performance.
7. Assist with other Quality Assurance and Quality Control requirements as required.
8. Progressively develop skills, knowledge and experience in implementing and maintaining Health & Safety and Environmental Management Systems.

LEADERSHIP/SUPERVISORY RESPONSIBILITIES

Self-starting attitude and behaviour, able to working under minimal supervision

Develop and lead the quality management system for the business

Through proven Leadership and Supervisory qualities, influence the company's Management Team to be customer, quality and team focused.

EDUCATION AND EXPERIENCE

Essential:

Relevant Business or Management degree level qualification or equivalent

Relevant Engineering Qualification and/or proven track record of experience

Minimum of 3 years experience applying the practices of the latest ISO 9001 standard and other technical and procedural techniques and standards in Manufacturing/Engineering businesses - preferably applicable to the water, or in a related, industry .

Academic qualifications/ practical experience of Quality and/or integrated management systems and job function related knowledge and skills.

Well rounded experience in Industrial Business Systems and Operational Management.

Preferred:

ISO 9001 Internal or Lead Auditor.

COMMUNICATION SKILLS

High ability to read, analyse, and interpret complex industry related documents;

High ability to present and communicate clearly and succinctly;

High ability to resolve complaints and respond to sensitive enquiries effectively;

Strong understanding and use of English, at an advanced level, via written and verbal communication.

INDEPENDENT JUDGMENT, DECISION MAKING & PROBLEM SOLVING:

Ability to make decisions requiring the use of a variety of variables in standard situations.

Apply a commercial dimension to judgments and decisions.

A proven track record of problem solving and improvement achievements.

OTHER SKILLS AND ABILITIES

Leadership: High level ability to establish relationships within and outside the company at all levels to set and deliver plans to develop a quality focused organisation.

Computer Skills: High level experience in MS Office (Word, Excel, Access, PowerPoint), and industry standard application programs

Mathematical Skills: High ability to understand and apply mathematical concepts and analysis.

Travel: Travel both U.K. and internationally as required. UK Passport and driving license.

Other:

- Gain knowledge of Business market specific products and associated equipment;
- Knowledge of production, manufacturing, inventory control, and professional standards.
- Demonstrated interpersonal and customer relations skills.
- Working knowledge of government and industry quality codes and standards.
- Knowledge of HSE elements and basic understanding of HSE management.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This role will involve regular visits to construction and operational sites and other premises and may involve climbing ladders, working at height, working in confined spaces and work in / around other hazardous conditions. Some light to moderate lifting may also be required.

WORK ENVIRONMENT

The job will require regular travel with overnight stays away from home.

The work environment characteristics described here are representative of those an employee encounters while performing the duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and responsibilities at:

Business office, workshop and yard premises

Supply chain premises

Operational and construction sites within the water industry

Date Prepared

September 2022

Approved by Line Manager

Date

Signed by Employee

Date