

ROLE PROFILE SUMMARY

Role:	Business and Quality Systems Manager
Reporting to:	Operations Director
Reports within region:	Hethel, Norfolk

Purpose of Role:	<p>Work closely with the Operations Director - to regulate, control and improve the quality management of all processes throughout the business, to the final product. Proactively manage the internal audit process to ensure non-conformities are effectively corrected and independently verified.</p> <p>The role will support, embedding a culture of continuous improvement throughout the business. Lead the quality management systems targets for customer requirements and business objectives.</p>
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ACCOUNTABILITIES

Listed:

- Demonstrate a personal commitment to continuous improvement and building of appropriate business operating systems
- Be committed to quality assurance, health and safety along with the Connected Energy's commitment to health and safety and the environment.
- Ensure company compliance with certifications relevant to works completed and future planning work commitments.
- Promote a culture of continuous improvement, and lead by example to ensure company goals are achieved and exceeded.

Role

Business Operating System

- Design, develop, instigate, write and co-ordinate processes, flow diagrams and documentation to allow the Business to operate within the identified assurance certification.
- Coordinate and lead quality improvements within the company, enabling progression and change across the business.
- Manage and mentor the organization in the development and deployment of the Business Operating System.
- Lead and organise a regular internal and process audits in line with agreed objectives and timeframes.

Quality Assurance

- Work closely with the Operations Director, to develop and implement a company-wide Quality Management System, business management system and business operating system as part of the vision.
- Provide Quality Assurance guidance, instruction and governance at the programme, project and functional levels, through a collaborative process. This will include: quality audits, compliance reports, non-conformance actions and communication.
- Demonstratable and proven experience of implementing Supplier Quality Assurance processes

Assurance Certification

- Provide leadership support to the business, to design deliver and implement the journey plan for industry standard accreditations within pre-defined timelines.
- Demonstrate continued through-life compliance through an internal and external assurance, accreditation and governance process.
- Deliver a series of supporting documents and reports to illustrate progress against the journey plan, using the appropriate project and risk management tools and techniques.

Configuration Management

- Act as an appropriate single interface point between research and development, engineering and operations to ensure that all documents, drawings, processes and procedures are captured, processed and managed through a business operating system. This will include: revision/version control; release to the organisation & the customer; disposal and quarantine.
- Design, develop, implement and maintain a document management system for both internal and external documents, drawings, processes and procedures. This will be applicable for both on-line and off-line sets.
- Provide the business with the assurances that an acceptable level of non-conformances and rework activities are maintained through achievement of an applicable set of KPIs.

Continuous Improvement

- Take a leadership role in the design, development and implementation of a continuous improvement process that enables the rapid identification and elimination of non-value-added activity.
- Use Lean & Six Sigma techniques as appropriate to drive the relentless pursuit of the elimination of waste and the reduction of process variation in line with pre-determined KPI targets.
- Work collaboratively, negotiate and engage with all internal and external stakeholders and suppliers regarding new projects and initiatives and advise of impact of change as a result of Health & Safety, Quality Management and Business Improvement activities.
- Provide a mechanism by which the organisation can develop ideas and strategies to improve operational efficiency, add value, aid business performance and work towards the strategy of continuous improvement.

Health & Safety

- Working with the Health & Safety (H&S) Committee, establish and manage a series of processes and procedures to ensure that the business is always compliant to current H&S legislation.
- Provide accurate and timely input into a series of reporting mechanisms and KPIs to ensure the business understands its tactical position to drive strategic and tactical decisions.

Responsibilities

- Provide strategic quality direction and guidance for new programmes ensuring programmes achieve quality, cost and timing targets.
- This role offers the opportunity to demonstrate business improvement and measurable change throughout the Connected Energy business, thereby improving product quality and customer satisfaction.
- This role will implement a business operating system's and the tools to deliver a better quality and supply chain strategy for the future of the business.
- Lead in the overall quality assurance for the business to include the relevant industry specific accreditations.
- To manage the internal audit process, ensuring this is in line with accreditations.
- Manage the production of risk management reports and concern resolutions activities.
- Produce regular reports including action plans for senior management.
- Manage, plan and carryout supplier assessments to support current and future Connected Energy programmes.
- Develop and agree supplier development activity plans with internal stakeholders ensuring the team meets the relevant targets to ensure quality improvement needs are achieved, both now and in the future.

SKILLS, EXPERIENCE AND QUALIFICATIONS REQUIRED FOR JOB ROLE

	Essential	Desirable
Skills <i>e.g.</i> Computer literacy Project Management Interpersonal	<ul style="list-style-type: none"> ▪ Excellent planning and organising skills ▪ Project management skills ▪ IT Literate ▪ Numerate ▪ The ability to make decisions ▪ Self-starter and driven ▪ Ability to work independently ▪ Excellent communication skills 	<ul style="list-style-type: none"> ▪ Presentation skills
Job Related Experience <i>e.g.</i> Number of years' experience required to do the role. Does the experience need to be industry specific	<ul style="list-style-type: none"> ▪ 3+ years working within a relevant quality management role ▪ Experience in quality management systems. 	<ul style="list-style-type: none"> • Renewable energy experience • Industrial machines experience • Experience in Lean/Six-Sigma framework • Prince2 Experience
Industry Qualifications <i>e.g.</i> Professional Vocational, i.e. City and Guilds Educational (where appropriate)	<ul style="list-style-type: none"> ▪ Qualified preferably to a degree level ▪ Quality certifications 	

Additional Information	
Driving License	Yes
Mobility	Needs to be able to travel in line with role requirements, and spend nights away from home when required
Please send your CV and Covering letter to the email address below stating which Vacancy you are applying for. FAO: Rachel Sarginson Rachel.Sarginson@c-e-int.com Unfortunately, due to the volume of applications we receive, we are not always able to contact everyone, however if you are invited for an interview, you will be contacted directly by the manager for the position.	