

JOB VACANCY: QUALITY MANAGER

We are now recruiting for a Quality Manager to join our HSEQ team. As the Quality Manager, you will be responsible for the company's compliance with quality standards and legislation; ensuring all company employees follow procedures at all times and robust systems are in place to enable this to happen.

You will develop and maintain the Integrated Management System in line with the required industry standards (including ISO 9001/ ISO14001/ ISO 45001/ CMS/ FORS and End of Waste), accreditation requirements and business requirements across the organisation through existing and new procedures.

You will have good business and organisational skills and be commercially aware; have the ability to act as a role model and motivate others whilst operating in a challenging and dynamic environment.

The role includes:

- Regulating, controlling and improving the quality of all processes throughout the business and the final product.
- Managing external and internal audit programmes to ensure that all findings are effectively dealt with and undertaking internal audits in accordance with the programme as required.
- Embedding a culture of continuous improvement throughout the company and working with the team to achieve quality management system targets for customers and business goals.
- Managing and maintaining the IMS to give assurance to the Board that the Group remains compliant.
- Collaborating with relevant industry experts to ensure the Company meets its legal obligations and quality standards.

LOCATION: Liverpool

WORKING HOURS: 37.5 hours per week, 09:00 - 17:00, Monday to Friday.

CONTRACT TYPE: Permanent

KEY RESPONSIBILITIES:

- Supporting the Company in meeting its obligations to compliance as defined by legislation and in appropriate ISO standards and other regulations in force at any given time.
- Controlling and continually improving the Company's IMS (Integrated Management System) in collaboration with the HSEQ Team, the Group Management Team and/ or Top Management as required.
- Supporting the maintenance and continual improvement of the Group EMS (Environmental management system) alongside the Environmental Manager.
- Introducing new systems and procedures/ documentation to the IMS where appropriate.
- Acting as the primary contact for the third-party certification body for ISO standards.
- Supporting the Group HSEQ Manager, the HSEQ Team and other Support Services' colleagues in delivering excellent levels of service to internal customers.
- Managing the risks and opportunities for product conformity and quality by working collaboratively with the Site Managers.
- Promoting customer focus, and reporting to the Group Management Team and Top Management on performance.

- Being the one point of contact for all quality communications from customers, suppliers on quality matters.
- Updating and improving IMS documentation and communicating to carry forward lessons learned from quality concerns.
- Managing relevant audit programs; developing and maintaining systems and methods for internal and external audits including non-conformance follow up, root cause analyses and compliance monitoring; creating relevant action plans, recommendations and reports within agreed formats and timescales.
- Undertaking internal audits in accordance with the internal audit programme to ensure compliance with the management systems.
- Verifying closure of non-conformities arising from external and internal audits with certification bodies and internally.
- Developing, implementing and managing HSEQ key performance indicators (KPIs), reporting to Top Management on the achievement of targets and identifying any actions required.
- Determining a method of root cause analysis in relation to incidents, including monitoring and measurement to assess effectiveness and prevent reoccurrence.
- Carrying out compliance checks as required to ensure ISO, CMS, End of Waste and regulatory compliance including management of the Health and Safety and Environmental Legal Registers.
- Ensuring that all necessary systems and procedures are in place to satisfy all customer/ supplier requirements and audits.
- Managing of the Assure Incident and Observation Reporting system.
- Training others in all aspects of the integrated management system and application of procedures
- Identifying business improvement opportunities within the organisation.
- Facilitating meetings with internal stakeholders; managing actions to completion, ensuring information and data are recorded and ensure good communication between stakeholders.
- Developing individual knowledge and expertise and mentoring and training other staff as appropriate, fostering an ethos of continuous learning, self-development and continuous professional development.

GENERAL RESPONSIBILITIES

- Attending and contributing to meetings, inputting on strategic and operational decisions as required.
- Preparing reports and plans for management review meetings as required.
- Attendance at and travel to all Company sites as required.
- Carrying out any additional duties that may be reasonably requested from time to time.
- Compliance with Company policies, procedures and quality standards as defined on the Integrated Management System (IMS) and the post holder's terms & particulars of employment.

PERSON SPECIFICATION

- **Experience** - At least 5 years' experience within a full time Quality systems role in a similar industry. Ideally you will have recognised professional qualifications in internal auditing and systems management. You must be thorough and have an eye for detail.
- **Knowledge** - Have an excellent understanding of environmental legislation and extensive working knowledge ISO standards.
- **Teamwork** - You must demonstrate excellent interpersonal skills to be able to interact with individuals at all levels, both internally and externally. A strong team player with the ability to enable a strong health and safety culture in the workplace.

- **Communication skills** – You will have the ability to challenge others in a constructive manner and negotiate with peers to influence decisions or ways of working.
- **Delivery** – You will need to engage all employees to ensure the application of the safe working practices and adherence to our IMS.
- **Leadership** – You will be working with the Group HSEQ Manager and other senior managers to deliver the HSEQ strategy and objectives across the Group. As such, you must be able to lead and steer decisions in awareness and application of the IMS.
- **Industry knowledge** – You must be aware of legislation changes affecting our industry and ensure that changes to our legal register are timely and made proactively so we are fully compliant at all times.
- **Honest & Trustworthy** - Strong sense of ethical and professional behaviour ensuring confidentiality with sensitive and personal information.

KEY COMPETENCIES

- Proven working knowledge and experience of ISO standards.
- Proven organisational skills to maintain records accurately, effectively and for ease of retrieval.
- Ability to produce management reports and to identify measures or indicators of performance standards and make recommendations for improvement.
- Ability to improve operational efficiency and systems.
- Excellent time management and organisational skills.
- Ability to work under pressure and meet deadlines.
- A strong, clear, effective communicator; in person, in writing and on the telephone.
- Analytical, problem-solving approach with excellent attention to detail.
- Ability to work on own initiative and as part of a management team.

ESSENTIAL SKILLS

- Educated to degree level in appropriate discipline.
- Proven experience of working within a compliance environment.
- Recognised internal auditing qualification with extensive experience of internal auditing.
- Good project management skills.
- A detailed understanding of ISO 9001/ ISO 14001/ ISO 45001.
- Evidence of a pro-active 'can do' approach.
- Excellent people skills and the ability to develop good working relationships with colleagues.
- Ability to develop systems and methods of work across a range of areas using IT systems where appropriate.
- Ability to deliver verbal and written reports to staff at all levels.
- Excellent literacy and numeracy skills.
- IT Literate with the ability to use a range of job specific packages, including Microsoft Office suite.
- Full, clean driving licence.
- Ability and flexibility to travel to visit S. Norton sites within the UK.
- Ability to work on own initiative, managing multiple tasks and meeting deadlines.

DESIRABLE SKILLS

- Experience of working in a similar industry.
- Membership of a relevant accredited professional organisation.
- Experience of change management processes.

- Six Sigma/Lean Manufacturing skills.
- Knowledge of CMS, End of Waste & FORS.

APPLICATIONS:

Please either complete an [application form](#) or email your CV and covering letter to: recruitment@s-norton.com

Alternatively, please post your covering letter and CV to:
HR Department, S. Norton, Bankfield House, Regent Road, Liverpool L20 8RQ

POSTED: DECEMBER 2024.

NO AGENCIES PLEASE.