

JOB DESCRIPTION

Quality Manager

Overview (About us)

Whether it's industrial embedded computing, custom lithium battery packs, secure communication systems, antennas, or imaging technology we design, manufacture and supply it.

From the ocean floor to the edge of space, Custom Power innovation is making sure that vital technology operates consistently, reliably, and above all safely, around the clock.

Our products can be found gathering scientific insight in the cold and crushing depths at the ocean floor, transmitting high bandwidth data across hostile terrain, processing colossal amounts of traffic data, and enabling secure ticket sales on board a train.

From the first day of your employment with us, you will be part of an organisation that strives every day to make your work rewarding and cares for your safety and wellbeing.

Summary Details

Job Type:	Site Based
Job Title:	Quality Manager
Location:	Crewkerne, Sommerset
Hours:	08.30am to 17:00pm Mon-Thu, 08.30am to 15:00pm Fri
Salary Package:	Competitive
Benefits	26 days holiday plus bank holidays, increasing to 29 days with long service Discretionary Bonus once a year Salary Sacrifice Pension 4 x Salary Death in Service payment Access to Westfield Healthcare scheme, including: <ul style="list-style-type: none"> • Corporate Healthcare Plan • Employee Assistance program • Wellbeing App • Discount scheme Cycle to Work Scheme

	Eligible for enrolment in Employee Share Scheme after 12 months service.
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The type of person we are looking for (About You)

You will have a flexible and adaptable approach to your workload. You will be curious and open minded and keen to seek out evolving and innovative ways to add value. You will be able to work effectively and inclusively with a range of people. You will be determined and resourceful and driven to deliver the best results for the business. You will be driven to ensure that tasks are completed thoroughly and within deadlines. You will be eager to learn new skills and seek development opportunities in the course of your employment.

The Role (What you'll be doing)

This role encompasses the following responsibilities:

- Managing the day-to-day activities and priorities of the Quality Team, in line with business requirements
- Setting goals and objectives for the team, holding 1-2-1 and team meetings
- Developing the skills and knowledge of the team, career path and succession planning
- Promote and develop a culture of Safety, Health, Environmental and Quality and Continuous Improvement across the site.
- Evaluate systemic processes covering key operations and recommend continuous improvement initiatives.
- Manage approved Continuous Improvement projects by coordinating resources and monitoring progress to the conclusion of the project.
- Engage colleagues in continuous improvement, through training, coaching and leading effective CI meetings so they apply excellent lean techniques and methodologies.
- Managing of all related non-conformance issues.
- Implement action plans to improve performance where KPIs show deficiencies in processes and develop department KPI's where required.
- Assist with the introduction of additional quality standards and oversee the successful management and accreditation of current business certifications such as ISO9001, 14001, 45001 and Atex / IEC 80079-34.
- Analyse and the reporting of data for accidents, incidents, near misses and identify root cause analysis to improve operational practice.
- Ensure the business is legally compliant with all health, safety, environmental and other relevant legislation.

Key Competencies

- Having previous responsibility for Safety, Health, Environmental, Quality and Compliance is essential.
- Excellent verbal and written communication skills as this is a customer faced role.
- Ability to compose clear and concise reports & documentation.
- Problem solving using LEAN techniques such as 8D, 5 Whys, and Ishikawa to identify problem root causes and effective corrective / preventative actions.
- Ability to initiate, plan and organise.
- Proficient in using all Microsoft office packages.
- Management of successful Internal and External ISO audits.

Useful Additional Expertise

The following are a benefit but not a requirement:

- IOSH Managing Safely or NEBOSH would be advantageous.
- Lead Auditor qualification would be advantageous.
- Knowledge of one or more rigorous quality standards such as aerospace, medical and UL requirements would be advantageous.
- Knowledge around the EU battery directive / new EU battery regulation would be advantageous.
- Experience of Advanced Product Quality Planning (APQP) and Product Part Approval Process (PPAP) requirements.