

JOB DESCRIPTION

Head of Quality Assurance & Compliance

Overview (About us)

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

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

Our products can be found gathering scientific insight in the cold and crushing depths of the deep sea, transmitting high bandwidth data across hostile terrain, processing colossal amounts of traffic data at the "edge" and via the cloud, and enabling next generation video solutions on board trains above and below ground.

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.

Reporting to the Managing Director, the purpose of this role is to lead and assure compliance with regulatory affairs and requirements pertaining to operational governance, products, and services, ensuring these aspects meet with Business, and Customer needs and expectations.

Summary Details

Job Type:	Management
Job Title:	Head of Quality Assurance & Compliance
Location:	Redditch/Hybrid
Hours:	38
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

	<p>Access to Westfield Healthcare scheme, including:</p> <ul style="list-style-type: none"> • Corporate Healthcare Plan • Employee Assistance program • Wellbeing App • Discount scheme <p>Cycle to Work Scheme EV Salary Sacrifice Scheme Enrolled in Employee Share Scheme after 12 months</p>
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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:

- Oversee maintenance of relevant site-specific Business Management Systems and protocols.
- Develop departmental policies and procedures to assure applicable regulatory requirements are fulfilled.
- Work closely with site General Managers to improve Quality and Compliance.
- Support effective documentation control procedures.
- Assure Personnel receive appropriate training and mentoring to enable effective application of regulatory responsibilities.
- Support the development and presentation of training for Quality Assurance, and Operations personnel.
- Support site resources to manage compliance systems and assure timely completion of: (i) audits of regulatory records and reports; (ii) inspections of facilities and equipment; (iii) investigations, (iv) audits of methods, practices, and controls; (v) review / approval of SOPs; (vi) approval of BMS Change Control.
- Review and endorse QA & Compliance reports of audits and inspections to assure proper and consistent interpretation of requirements, and corporate policies.
- Assure that records and reports are prepared, communicated, and retained in accordance with applicable business and regulatory requirements.

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- Meet with relevant personnel to explain audit findings, resolve conflicts, and consult on time sensitive correction, corrective, and preventive action(s).
- Interface with customers, and Regulatory Authorities, representing the business during audits and inspections.
- Administer programmes for measuring compliance and quality through pertinent metrics on key performance indicators and provide periodic reports to key stakeholders.
- Prepare site(s) / Operations personnel for customer, and regulatory audits, making available appropriate summaries and reports of such audits.
- Participate in Regulatory Affairs and Compliance projects and programmes.
- Instruct / coordinate audits for assessment of compliance with quality standards.
- Prepare written reports on audit and inspection activities and respective outcomes.
- Support and coordinate with Vendor / Subcontractor assessment and approval.
- Promote and develop a culture of Quality and Compliance across the division.
- Ensuring continual development of the Quality and Compliance roadmaps across all sites.
- Advise the Leadership team on the direction of audit/compliance and quality standards and alert them to development in legislation and best practice.
- Ensure the business meets export control compliance regulations.
- Develop detailed operational business improvement plans, which will ensure effectiveness and value for money in accordance with the company's strategic aims.
- Manage the introduction of additional quality standards and oversee the successful management and retention of existing business certifications such as ISO14001 and 9001.
- Ensuring compliance with RoHS and REACH.
- Adhere to and promote all company policies including Data Protection, Health, Safety, Quality and Environmental.
- Oversee the approach to the monitoring of quality issues and identification of root cause analysis to improve operational practice.
- Produce action plans to improve performance where KPIs show deficiencies in current processes.
- Establish positive relations with existing Clients and partners to gain confidence and become a trusted advocate.
- Supporting the wider group initiatives related to Environmental, Social & Governance (ESG)
- You will be required to be flexible in this role and must be prepared to perform other tasks and undertake additional duties in any area of the business as determined by the leadership team. These tasks may be outside your normal work area.

Key Competencies

- Degree in Quality Management/Engineering/Science or relevant experience

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- Lead Auditor qualification would be advantageous.
- Excellent communication skills.
- Problem solving using techniques such as 8D and Ishikawa.
- Ability to initiate, plan and organise.
- Proficient in using all Microsoft office packages.
- Experience of Advanced Product Quality Planning & Control Plan (APQP), Design Failure Mode and Effects Analysis (D/FMEA)
- Cyber Essential (plus)
- Six Sigma experience
- BS EN ISO 9001:2015 (Business Management System)
- BS EN ISO 14001:2015 (Environmental Management System)
- BS EN ISO 45001:2018 (Occupational Health & Safety System)
- Competent with standard Office software, and ERP systems
- Working within an engineering environment.

Useful Additional Expertise

The following are a benefit but not a requirement: