

Job Title: Quality Manager
Department: Quality & Compliance
Location: Head Office (Hybrid 3 days in office)
Reports to: Head of Quality & Compliance
Salary Guide: £35,000

Role Overview

This role requires a proactive individual to develop, implement, and continuously improve the organisation's Quality Management System (QMS).

The Quality Manager will ensure operational processes are controlled, compliant, and consistently applied, working closely with operational teams and the Training function to embed standards and drive continuous improvement.

Quality Strategy & Leadership

- Develop and implement the Quality strategy aligned to business goals.
- Promote a culture of quality, compliance, and continuous improvement.
- Provide subject matter expertise on quality management system principles and best practice.
- Support management review and strategic decision-making.

Quality Management System (QMS)

- Maintain and improve the QMS aligned to ISO 9001 style framework.
- Develop and review policies, procedures, and SOPs.
- Ensure effective document control (version control, distribution, approval).
- Support integration with wider management systems (HSEQ, BC, InfoSec).

Audit & Assurance

- Develop and manage an internal audit programme (process & system audits).
- Conduct audits and support cross-functional audit activity.
- Prepare for external audits and accreditation requirements.
- Track findings and ensure timely closure of actions.

Corrective Action & Continuous Improvement

- Implement and manage an appropriate corrective action (CAPA) processes across the business.
- Support incident and non-conformance investigations.
- Undertake root cause analysis and drive effective improvements.
- Identify trends and implement process improvements.

Performance & Capability

- Track quality KPIs and performance metrics.
- Analyse data from audits, incidents, and operational activity.
- Identify risks, trends, and areas for improvement.
- Measure effectiveness of quality processes and interventions.

Compliance & External Requirements

- Ensure compliance with customer, regulatory, and industry standards.
- Support accreditations (e.g. FORS, Achilles, UVDB).
- Contribute to PQQs and tender submissions.
- Maintain awareness of industry best practice.

Training Coordination & Competence

- Coordinate with L&D to ensure training reflects current procedures.
- Identify competency gaps linked to quality issues.
- Support development of procedural and quality-related training content.
- Ensure effective communication and embedding of process changes.

Systems & Continuous Improvement

- Maintain accurate quality records and audit-ready documentation.
- Support systems for audits, incident reporting, and document control.
- Drive standardisation and right-first-time delivery.
- Promote continuous improvement across operational processes.

Qualifications:

- Experience in Quality, Compliance, or Management Systems role.
- Strong knowledge of ISO 9001 principles and auditing practices.
- Excellent analytical, organisational, and communication skills.
- Ability to work cross-functionally and influence operational teams.
- Strong attention to detail and problem-solving capability.

Preferred Qualifications:

- ISO 9001 Lead/Internal Auditor qualification.
- Experience in a regulated or operational environment (e.g. logistics, utilities).
- Familiarity with integrated management systems (IMS).
- Knowledge of related standards (ISO 14001, ISO 45001, ISO 27001).