

<b>JOB TITLE</b>	Quality Manager
<b>LOCATION</b>	Bristol Area
<b>EMPLOYMENT</b>	Permanent
<b>REPORTS TO</b>	General Manager

#### DESCRIPTION OF FUNCTION

The Quality Manager works at site level reporting to the General Manager but is also part of a wider polymers quality and compliance team.

The Quality Manager provides leadership of the site Quality team and has responsibility for site control systems in relation to product quality (input and output) and compliance as per the Company Management System and the relevant standards and regulations. The Quality Manager must set the right standards across all site operations and support the wider management team maintaining these standards.

The role will also include standardisation of systems across the relevant Polymers business areas and assist in developing other IT systems where required to enhance the quality and service of the function. This will include supporting systems specification, implementation and training as required.

The role will lead on the accreditation programmes for laboratory and quality assurance processes including the development of standard testing procedures, quality specifications and developing rigorous procedures for the reporting and management of quality issues.

The role will lead on the site level accreditation programmes as required by the industry, customers or by regulations and will support the wider polymers business with business wide accreditations as required.

The role will be the site champion for customers ensuring the products and services supplied meet the agreed customer requirements.

Responsible for: Quality Supervisors, Laboratory Quality Technicians, Feedstock Quality Technicians

Other key relationships :SHEQS director, customers, site departmental managers, group departmental managers, external regulators and auditors

#### JOB RESPONSIBILITIES & DUTIES

- Identification and delivery of all relevant control systems as detailed in the Management System (Health and Safety, Training, Environmental, Compliance).
- To ensure all relevant assets comply with all legislative, statutory and company requirements. The role will empower the site to maintain appropriate technical and compliance regulations.
- To supervise quality control & sampling activities in accordance with all contractual specifications and as required by the Recycling Registration Scheme and / or legal requirements.
- To provide quantified reports as required e.g. MRF CoP and customer contract requirements
- To produce professional written communications, periodic performance reports and minutes for the site as required.

- Undertake other duties, as required, to ensure the smooth and profitable running of the site and to offer a flexible and interchangeable framework of support for the team.
- To ensure the requirements of all site ISO accreditations are consistently met by conducting audits (formal and informal), training and education of site staff as necessary.
- Ensure all quality records are accurate and stored securely. Be “the eye of the customer” on site by monitoring the quality of materials coming into and leaving site, having regard to customer specifications and input target specifications.
- Be the internal point of contact and lead for all customer complaints ensuring impartial and rigorous investigations to root cause are conducted.
- Visit every customer at least once every 2 years. Feedback quality results to suppliers of input bottles. Conduct regular reviews with opposite number in other sites with aim to drive up infeed quality
- Carry out regular team meetings (or briefings) ensuring good communications are achieved at all times, encouraging team and individual involvement in decision making processes.
- Manage the operational activities of direct reports efficiently and effectively and deal with employee issues in line with Company Policies and Procedures.
- Carry out annual Performance Appraisal Reviews (PAR's) in a timely manner for all direct reports.
- Supervision of both staff and contractor activity associated with Quality. This will include ensuring all Health and Safety rules are adhered to e.g, risk assessments and signing in procedures
- Keep all the relevant equipment in good state of operation and calibrated as required. Keep back up equipment as required to ensure the resilience of the function in case of equipment malfunction / failure.
- Keep the correct staff levels so the function can deliver the required service to the right standard in a timely manner.
- Have a active pool of reputable external service providers to replace, verify or complement the testing services provided by the internal quality function.

**CAPABILITY PROFILE; KNOWLEDGE, SKILLS AND EXPERIENCE**

**KNOWLEDGE**

**Essential**

KE1: A knowledge of relevant Health and Safety and Environmental legislation, ISO14001, Quality Systems (UKAS, BSI, ISO ) and other management systems  
 KE2: A good understanding of Compliance  
 KE3: Sound knowledge of computer-based management systems and their operation  
 KE4: Knowledge of quality assurance processes and systems  
 KE5: Knowledge of food, food packaging, cosmetics or pharmaceutical regulations

**Desirable**

KD1: Knowledge of waste industry  
 KD2: Knowledge of the polymer industry  
 KD3: Knowledge of accident and incident investigation

**MANAGEMENT SKILLS**

**Essential**

SE1: Able to lead and motivate others  
 SE2: Excellent communicator, both written and verbal  
 SE3: Confident and able to make decisions in the absence of other leaders  
 SE4: Highly organised and able to plan and prioritise work loads  
 SE5: Analytical approach to problem solving, fault finding and troubleshooting  
 SE6: IT literate, able to analyse data and produce detailed reports  
 SE7: Sound & proven documentation administration skills at all levels, including risk assessments, training reviews, environmental risk assessments etc

**Desirable**

SD1: Conflict resolution skills  
 SD2: Managing Change  
 SD3: Advanced data manipulation and report generating skills  
 SD4: Auditing techniques

**EXPERIENCE**

**Essential**

EE1: Successfully demonstrate ability to work in a dynamic environment  
 EE2: Implemented systems and process to support a QMS

**Desirable**

ED1: Previous work in a quality laboratory or quality assurance process.

**QUALIFICATIONS**

**Essential**

QE1: High Level qualification (e.g. HND) or above in an Environmental or relevant Science related subject  
 QE2: Full UK driving licence

**Desirable**

QD1: Analytical qualification e.g. Degree in analytical chemistry  
 QD2: NEBOSH General Certificate