



BRIGGS

Job Profile: Quality Manager

Organisational setup	
- Position:	Quality Manager
- Location:	Briggs of Burton plc, Burton-on-Trent
- Department:	Quality
- Reporting line:	Engineering Director/COO
- Reports:	Production Quality Lead Quality Engineers Compliance Engineer Document Controller
Job Focus	
<p>The primary focus of the Quality Manager will be on strategic matters, with an immediate emphasis on people management and collaborating with other departments to maintain and improve our quality systems. This role involves assessing the team's performance and structure to ensure alignment with the Quality team's operational duties in supporting customer projects and ensuring that production meets the highest standards of quality and compliance.</p>	
Main tasks & responsibilities	
<p>Functional Leadership:</p> <ul style="list-style-type: none">• Drive the required standards and tools for the value streams to achieve quality improvements and operational excellence, ensuring delivery on time, in full, and to specification.• Develop the appropriate organisational structure, resource plans, and culture to support the business quality objectives and customer deliverables in an expanding business.• Prepare and hold responsibility for annual quality budgets.• Facilitate Lean Business practices and drive Continuous Improvement across all quality related areas of the business. <p>Risk Management and Opportunity Development:</p> <ul style="list-style-type: none">• Evaluate the challenges faced by the business and take action to mitigate risks and develop opportunities.• Drive necessary culture changes and improvements in business performance to deliver strategic goals. <p>Stakeholder Engagement:</p> <ul style="list-style-type: none">• Work collaboratively, negotiate, and engage with key stakeholders to facilitate delivery and compliance with the quality strategy.• Establish and report on key performance indicators (KPIs). <p>Quality Management System (QMS):</p> <ul style="list-style-type: none">• Manage the Quality Management System (QMS) ISO 9001:2015.• Prepare for and manage internal quality audits of departmental compliance.• Ensure compliance with international quality standards in the provision of engineering solutions.• Lead compliance of the Quality Management Systems and approvals.• Manage certification to standards, including ISO 9001, ASME, and EN 1090.• Manage the relationship with insurance companies for ASME/PD5500/BSEN1090 inspections.	

Customer and Regulatory Compliance:

- Manage customer audits, questionnaires, and satisfaction.
- Ensure overall Group compliance with CE and UK marking of machinery and systems.
- Host external compliance client audits.

Process Improvement:

- Work with functional heads in implementing continual improvement plans and processes.
- Track and improve existing process non-conformance and prevent future occurrences.
- Development and review of business, project, and production processes and procedures.
- Periodic review and verification of business SOPs.
- Facilitate Root Cause Analysis (RCA) and manage Corrective and Preventive Actions (CAPA).

Team Leadership:

- Manage and lead a team of quality engineers, providing training, guidance, and support to ensure high performance.

Desired Knowledge & Professional Experience**Education:**

- Educated to degree level in a relevant commercial or engineering discipline or equivalent NVQ Level 7 qualification.
- Advanced degree or certifications in quality management (e.g., Six Sigma, ISO) preferred.

Experience:

- Minimum of 5 years of experience in quality assurance within a similar manufacturing industry.
- Proven experience in managing and leading a quality function team.
- Proven track record in strategic quality leadership delivering effective quality strategies, policies, processes, and systems.
- Proven project management and quality experience.
- Experience of operating and influencing at a strategic level.
- Preferably Chartered Membership of an industry-related Professional Body.

Required competencies & behaviour

- Strong leadership and team management abilities.
- Effective communicator.
- Result-driven, confident, and dynamic personality.
- Ability to harmonise with, and proactively support, existing teams.
- Convincing, persuasive, and influential.
- Excellent analytical and problem-solving skills.
- Ability to add value, reduce costs, and make business improvements.
- Strong interpersonal skills with the ability to engage and inspire others.
- Role model for Briggs culture.

Remarks:

This job description is issued as a guideline to assist you in your duties, it is not exhaustive.

Due to the evolving nature and changing demands of our business this job description may be subject to change.

You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the Company.