



JOB DESCRIPTION

Job Title:	Quality Manager
Reporting to:	Managing Director
Location:	Newry – Head Office

The Position:

Reporting to the Managing Director, the Quality Manager will have direct responsibility for the following areas: -

- ISO 9001, 14001 and OHSAS 18001 requirements;
- UKAS requirements, specifically, ISO 17025 & ISO 17020;
- Legionella Control Association (LCA) requirements;
- UKATA requirements;
- Organisation Accreditations;
- External Laboratory partnerships;
- All internal quality procedures, standards, specifications, and processes.

The quality manager will ensure that all processes comply with all relevant standards, across all regions.

Areas of specific Responsibility include: -

- Maintaining and upgrading the quality system and procedures relevant to our ISO 9001, ISO 14001, and OHSAS 18001;
- Implementing and maintaining the Quality System and procedures relevant to ISO17025, ISO17020, UKATA, and the LCA, including maintaining documentation to support the running of the quality system;
- Producing an annual audit schedule which will ensure all disciplines and external laboratory supply chain partners are periodically audited throughout the year in accordance with all internal and external standards;
- Maintaining records of all audits carried out, corrective/preventative actions identified and measures taken;
- Planning and performing regular personnel audits at intervals determined by the audit schedule;
- Ensuring training of asbestos personnel is carried out in accordance with documented procedures;
- Maintaining documentation to support all training and retraining performed, for all areas of the company;
- Distribution of Quality Control samples including collecting data and returning of completed results. This will include maintaining documentation of all results submitted, monthly progress reports for personnel and suspensions/retraining requirements, calibrations equipment records and maintenance;



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- Carrying out the calibration and routine maintenance of test equipment. Organising and administering monthly background air tests (asbestos waste storage areas), and 5% re-surveys;
- Proficiency Testing (RICE) management, ensuring results are submitted on time, deal with anomalies promptly and review trends;
- Development, review and management of all quality forms and documents, to support external accreditations and the specific needs of the business;
- Implement and chair quality meetings to ensure quality processes are adhered to;
- Ensure that quality has the appropriate level of ownership within the management team and throughout all other areas of the organisation;
- Maintenance of the HBE quality system hosted in SharePoint, which contains the HBE quality manual and associated procedures and forms.
- Manage and maintain strong relationships with external laboratories, including routine meetings and quality audits according to the audit schedule;
- Investigate and efficiently manage any complaints received within the complaints management process; report findings to the management team and implement any enhanced processes;
- Record and report on compliments received about our services and staff to the management team.

Essential Criteria

- Have at least 5 years' experience in a Quality role within an environmental, H&S or compliance environment;
- Demonstrable experience of implementing and managing a quality system, including stakeholder buy in and support;
- A recognised qualification/training/competence in quality management;
- Excellent communication, IT, Interpersonal and organisational skills.

Desirable Criteria

- Possess P402, P403, P404 and P405 Asbestos Certificates;
- Experience and knowledge of all aspects of quality management Systems, UKAS requirements and LCA requirements;
- Hold a UKAS Laboratory Internal Audit course or similar;
- Experience with legislation and standards across Republic of Ireland, Northern Ireland, and GB.
- hold the Asbestos S301/CCP qualifications.
- Experience or associated training of ISO 9001:2015.