

Job Title – Quality Assurance Manager

About the Role

As a Quality Assurance Manager, you will play a critical role in overseeing and enhancing QA practices across ESG's operations. You'll be responsible for managing client-specific QA requirements, leading audits, ensuring policy compliance, and driving continuous improvement initiatives. The role also involves supporting cross-functional teams, maintaining ISO standards, and ensuring all QA systems and procedures align with regulatory and internal standards. This is a dynamic position offering a blend of strategic oversight and hands-on engagement across projects and departments.

Key Responsibilities

Client & Project QA Management

- Assess and manage any client or main contractor QA system requirements specific to projects, ensuring their integration and compliance with ESG procedures.
- Log, action, and resolve any client-related noncompliance issues or complaints in a timely and effective manner.

Management Meeting Support

- Attend and minute biannual management meetings, ensuring adherence to ISO accreditations and QA system compliance.
- Support the management team with any QA-related initiatives or decisions arising from these meetings.

Continuous Improvement & Strategic Development

- Drive the implementation and adoption of new QA standards or improvements identified during reviews or audits.
- Proactively identify opportunities to enhance ESG QA procedures and maintain the business's reputation for high standards and compliance.

Policy & Compliance Management

- Maintain all ESG policy documents, ensuring compliance with ESG QA procedures, legislation, and regulations.
- Work with department heads to ensure compliance across all ESG group premises and maintain the planned preventative maintenance log for these locations.
- Ensure compliance with all current UK GDPR regulations.

Audit Coordination & Noncompliance Resolution

- Manage external audits with ISO and Achilles examiners for all accreditations held, ensuring successful outcomes.
- Implement and oversee the adoption of additional standards the business wishes to pursue.
- Log, action, and resolve any noncompliance issues identified during audits or reviews.

Internal Relationships & Support

- Manage the QA induction process for all ESG new starters, ensuring alignment with current standards and ESG policies.
- Collaborate with and support ESG staff in maintaining compliance with QA procedures across all functions.

QA System Administration & Management

- Oversee the full administration of the QA system for the ESG group, including monitoring and advising Modular Engineering.
- Maintain and review all Standard Operating Procedures (SOPs) to ensure they are suitable, compliant, and updated regularly in collaboration with department heads.
- Research SOP annual updates and provide support for project-specific SOP audits for active projects, with larger audits supported and led by the Group QA Manager.

What We Offer

- Competitive Salary
- Benefits including pension, healthcare plan, employee discounts, free financial advice, 28 days holiday entitlement
- Progression & Development