

Quality Assurance Manager

Employer:	East West Railway Company
Location:	Milton Keynes
Basis:	Permanent
Role Summary:	The Quality Assurance Manager is responsible for leading the Quality Assurance function and for developing, implementing, and maintaining the company Integrated Management System (IMS), Quality Management System (QMS), planning and delivering the internal Audit Programme and the monitoring of its supply chain performance.
Team dimensions:	Reporting directly to the Head of Health, Safety, Security, Quality (HSSQ) as part of the Health, Safety, Security and Quality team.

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on

some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and Accountabilities

As the Quality Assurance Manager for the East West Rail scheme:

- Support EWR Co. leadership as the company subject matter expert (SME) for Quality Assurance (QA), in the development of an effective QA culture and continuous improvement ethos for the EWR scheme;
- Develop and maintain the company Integrated Management System (IMS) and SharePoint site;
- Develop, implement, and maintain the company Quality Management System (QMS) certificated to ISO 9001:2015, aligned to achieving the company's mission, values and purpose;
- Establish, manage, monitor and improve QA & Quality Control (QC) principles, policies and processes for EWR Co. staff that support timely delivery of key company objectives and project milestones;
- Lead the document control function and develop company document control procedures and systems and implement appropriate supporting IT tools (e.g. Electronic Data Management Systems(EDMS) for managing data workflows, documentation generation and archiving processes;
- Act as the ISO 9001:2015 Management Representative and lead the internal Management Review process;
- Establish internal and external QA & QC key performance criteria and indicators and provide analyses and reports on the QA & QC performance of EWR Co. and its suppliers;
- Support the commercial and procurement process in the preparation of tender documentation (e.g. QA requirements) and assessment of supplier bid submissions (e.g. Quality Plans) and all associated documentation;
- Develop, implement and maintain a robust internal and external Internal Audit Plan and process reporting to non-conformances and corrective actions to EWR Co. leadership as required;
- Undertake QA & QC on-site and off-site inspections and assessments of key suppliers as appropriate;
- Be responsible for coordinating any external/ third party audits affecting EWR Co., liaising closely with the EWR Co. Internal Audit function;
- Facilitate knowledge sharing of QA and continuous improvement, promoting the use of appropriate QA tools & techniques (e.g. Quality Circles, Six Sigma, Kaizen) and training EWR Co. staff as required (e.g. as Six Sigma champions);
- Manage and nurture relationships with the key stakeholders and suppliers through effective promotion of QA as a collective goal;
- Proactively seek innovation, opportunities to increase efficiency and drive wasted effort out of the programme;
- Proactively assist the business through supporting the delivery of a safe Scheme design;
- Support the East West Railway Company commitment to customer service and the customer journey;

- Take responsibility of your own and others' health and safety and of those who may be affected in the day-to-day delivery of this role by adopting and working to the East West Railway Company Health and Safety Policy, principles and procedures;
- Co-operate with East West Railway Company in all matters relating to health and safety, including following safe working procedures at all times;
- Act as a role model for East West Railway Company vision and values, behaving in ways that are in alignment with our Ways of Working, encouraging and supporting others to do so in addition; and
- Promote diversity in the workplace and adopt appropriate behaviours when interacting with colleagues

Given the early stage of the project, it is likely that the nature of the role may evolve as the project progresses. It is also possible that other ad-hoc activities and duties may be required.

Experience and skills

As Quality Assurance Manager for the East West Rail scheme, you will have demonstrable professional experience, with considerable exposure to design and construction / major project delivery environments. Experience in the UK rail industry or in other safety critical environments is advantageous.

Preferably, you will also have some experience of holding roles in fast paced and complex environments during the setup phase of a new organization.

Your skills and experience will include:

- Extensive and practical experience in Quality Assurance management.
- A track record of developing and implementing certificated QMS.
- Robust knowledge of associated management system standards (e.g. ISO 45001, ISO 14001) and relevant legislation, standards and regulations, especially in the delivery of capital programmes (e.g. Network Rail GRIP requirements);
- Strong risk management capabilities.
- Demonstrable experience in the delivery of education, training and cultural change programmes.
- Experience of facilitating and driving continuous improvement and innovation in a challenging and fast-moving engineering and technical environment.
- Experience of resolving and escalating risks, issues and conflicts as necessary.
- Experience in leading and managing teams within matrixed ways of working.
- Excellent communication, presentation and people management skills.
- Strong ability to engage and manage a variety of stakeholders; stakeholder engagement, negotiation and conflict resolution skills.
- Strong understanding of business needs and experience utilising Quality Assurance to support an organisation's wider objectives; and
- Confidence in dealing with high levels of uncertainty and ambiguity in a constantly changing and challenging environment.

Education and qualifications

- Bachelor's degree (various engineering, science, environment and / or business appropriate) or equivalent demonstrable experience;
- Chartered Member of the Chartered Quality Institute (CQI) or equivalent;
- Lead Auditor;
- Six Sigma Black or Green 'Belt' or equivalent competencies would be advantageous;
- Industry standard health and safety qualification and/or environmental qualification (e.g. NEOSH certification or equivalent combination of training and experience) would be advantageous; and
- Strong knowledge and understanding of RISQS, IRIS and the Capability Maturity Model (CMMI) would be advantageous.

What we offer:

- Competitive base salary
- Up to 20% bonus based on individual and company performance
- Up to 12% employer's pension contribution
- 36 days holiday a year (including bank holidays) + up to 2 days to buy
- Life assurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk