

# Integrated Management Systems (IMS) Officer

<b>Employer:</b>	East West Railway Company
<b>Location:</b>	Milton Keynes
<b>Basis:</b>	Permanent
<b>Role Summary:</b>	Responsible for all aspects of maintenance of the company Integrated Management System (IMS).
<b>Team dimensions:</b>	Reporting directly to the Quality Assurance Manager, working 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 Integrated Management System Officer for the East West Rail scheme you will:

- Contribute to the development of and maintain all aspects of the company Integrated Management System (IMS),
- Work collaboratively with, as well as supporting all directorates and professional services on creating, approving, and maintaining business process documentation;
- Maintaining IMS systems including; SharePoint pages, MS Teams channels, document registers and the Electronic Document Management System (EDMS);
- Manage elements of the organisation's quality performance reporting by providing data for a monthly IMS dashboard report to analyse trends in the status of corrective actions and continual improvement activities ensuring that positive performance is recognised, and quality improvement plans are created to address poor performance;
- Coordinate the Audit Programme for our internal systems to provide top management with clear assurances of compliance levels, and appropriate management information to support continual improvement objectives.
- Identifying and delivering relevant IMS training to provide support, information, and advice to EWR people on appropriate processes for ensuring compliance with business process documents and ensuring best practice and external knowledge is shared with key stakeholders;
- Support the Document Control function to maintain the company document control procedures and systems for managing information workflows, documentation generation and archiving processes. You will also provide coaching and support to develop the Document Controllers within the team;
- 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 Integrated Management Systems Officer 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:

- Experience in Quality Assurance management.
- Relevant experience managing an Integrated Management System (IMS) for a large organisation with of comparable size and complexity;
- An excellent understanding of Quality Management Systems and quality measurement requirements and methods – including process mapping;
- A track record of developing and implementing certificated Quality Management Systems through an approved UKAS certification body;
- Experience of facilitating and driving Continuous Improvement and innovation in a challenging and fast-moving engineering and technical environment;
- Excellent communication, presentation, and people management skills;
- Strong ability to form, then maintain challenging, yet Collaborative Relationships with a variety of stakeholders;
- Confidence in dealing with high levels of uncertainty and ambiguity in a constantly changing and challenging environment;
- Experience of supporting a team of auditors; and
- Good understanding of statutory compliance (e.g., Quality, Security, Health and Safety, Environmental and Transport) and current legislation.

## Education and qualifications

- Degree/HNC/HND/ in an Engineering discipline (Desirable)
- A member of the Chartered Quality Institute or Institute of Civil Engineers (Desirable)
- Lead Auditor Certification (ISO 9001, ISO 14001, ISO 45001 or ISO 27001)

## 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](mailto:recruitment@eastwestrail.co.uk)