

# Quality Assurance Manager

<b>Employer:</b>	East West Railway Company
<b>Location:</b>	London initially, then based in the Oxford-Cambridge corridor
<b>Basis:</b>	Permanent
<b>Team dimensions:</b>	Reporting directly to the Head of Health, Safety, Security and Quality (HSSQ).

Would you like to be at the forefront of the changing landscape of the rail industry?

## A little bit about us:

East West Rail is a proposed new rail link between Oxford, Milton Keynes, Bedford, Cambridge and potentially beyond. As part of the wider plans for this strategically important corridor, it is one of the most high profile infrastructure projects in the UK today. The new railway will improve local connectivity and serve as a catalyst for economic development and the creation of new housing, as well as significantly reducing existing journey times.

## Key accountabilities and responsibilities:

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

- 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 the company Integrated Management System (IMS) structure and implementation plan, based around a Quality Management System (QMS) certificated to ISO 9001:2015, and 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) for managing data workflows, documentation generation and archiving processes;
- Act as the 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 EWR Co. 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 EWR Co. Health and Safety Policy, principles and procedures;
- Co-operate with EWR Co. in all matters relating to health and safety, including following safe working procedures at all times;
- Act as a role model for EWR Co.'s vision and values, behaving in ways that are in alignment with EWR Co.'s 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.

# You should apply if you have:

As Quality Assurance Manager for the East West Rail scheme, you will have demonstrable professional experience, with considerable exposure to design & construction/ major project delivery environments. Experience in the UK rail industry and/or 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 of a new organisation.

Your skills and experience will include:

- Extensive 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.

You will need to have the right to work in the UK.

## **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)**