**WORKDRY INTERNATIONAL**

**POSITION DESCRIPTION:**

**Senior Quality Officer**

**LOCATION:** Region specific

**POSITION PURPOSE:** The Senior Quality Officer will play a key role in maintaining and enhancing the Quality Management System (QMS) across all Workdry UK locations. This position will support the Quality Manager in driving compliance, delivering operational excellence, and implementing continuous improvement strategies.

The Senior Quality Officer will act as a subject matter expert, ensuring that the organisation meets the highest quality standards, aligns with ISO 9001:2015 requirements, and delivers exceptional service to customers. The role involves conducting audits, supporting strategic quality initiatives, mentoring junior staff, and proactively addressing quality challenges to strengthen the overall quality culture within the company.

**RESPONSIBLE TO:** Quality Manager

**RESPONSIBLE FOR:** No line management responsibilities

**REGULAR CONTACTS: External** Customers and clients

Suppliers and vendors

Auditors

Regulatory agencies

Insurers

Contractors

**Internal** SHEQ Teams

Production teams

Operational teams

Research and development

Supply chain and procurement

Senior management and executives

Commercial teams

HR team

IT Team

**MAIN RESPONSIBILITIES:**

**Quality Management System (QMS) Maintenance:**

* Oversee and continuously update the QMS to reflect industry best practices and regulatory changes.
* Ensure compliance with ISO 9001:2015 and other relevant standards, maintaining all documentation in a clear and accessible manner.

**Process Development & Improvement:**

* Define and optimise internal processes, creating and amending quality policies and procedures to support consistent quality assurance and operational efficiency.
* Lead initiatives to streamline workflows, eliminate inefficiencies, and drive continuous improvement across departments.

**Audit Coordination & Execution:**

* Manage and conduct internal and external audits, including ISO 9001, customer, andsupplier audits.
* Identify non-conformances, prepare detailed audit reports, and collaborate with stakeholders to implement corrective actions.

**Supplier & Sub-Contractor Quality Management:**

* Improve and maintain a robust supplier management system, ensuring all suppliers and subcontractors meet the Workdry International quality standards.
* Conduct regular supplier assessments, establish performance metrics, and manage the Approved Supplier List.

**Continuous Improvement & Problem Solving:**

* Champion continuous improvement initiatives to enhance product quality and service delivery, using data-driven methodologies such as Lean Six Sigma.
* Conduct root cause analysis for quality issues, developing effective corrective and preventive action plans to prevent reoccurrence.

**Training & Staff Development:**

* Design and deliver training sessions on quality management systems, standards, and best practices for staff across all levels of the organization.
* Mentor and coach junior quality team members, fostering a strong understanding of quality principles and encouraging professional growth.

**Customer Complaint Management & Feedback Analysis:**

* Serve as a key contact for resolving customer complaints, conducting investigations, and producing detailed reports on findings and resolutions.
* Liaise with internal and external stakeholders to identify areas for improvement based on customer feedback and market expectations.

**Regulatory Compliance & Risk Management:**

* Keep abreast of changes in quality legislation, industry standards, and certification requirements, providing expert advice to the Quality Manager.
* Assess and manage quality-related risks, ensuring robust controls and preventive measures are in place.

*The main responsibilities are outlined above. This is not a definitive list, and other tasks/activities may be necessary as the company’s commercial activities require.*

**QUALIFICATIONS & EXPERIENCE:**

Essential:

* ISO 9001:2015 Lead Auditor Certification
* Demonstrable experience in a senior quality role or similar, with a proven track record in quality management and compliance.
* In-depth understanding of ISO 9001:2015 standards and experience with implementing, maintaining, and auditing QMS.
* Strategic and analytical skills: Ability to analyze complex quality data and develop actionable insights to drive continuous improvement.
* Strong communication and leadership skills: Capable of engaging and influencing stakeholders at all levels, fostering a culture of quality excellence.
* Advanced IT skills: Proficiency in MS Office (Excel, Word, PowerPoint), and experience with SharePoint or other document control software.
* Comfortable working in a fast-paced, high-pressured environment.
* UK driving license: Ability and willingness to travel nationwide, supporting multiple locations, and staying away from home time to time.