

Job Title: Senior Quality Engineer

Department: UK Quality

Requirement Overview

Reporting to the Quality Manager, this position is a requirement for Senior Quality Engineer. The main job purpose of the Senior Quality Engineer will be to lead develop, lead and maintain the non-conformance handling framework, with a customer centric approach.

Additionally, this role is to support the Quality Manager across all functions, manage and expand the quality management system and team on site. This will include effectively helping to manage the Quality Assurance team whilst ensuring production and quality standards are maintained to ensure that internal, customer and regulatory quality standards are met and a continuously improving trend is established.

The Senior Quality Engineer will work with internal and external stakeholders, to ensure a collaborative and consistent approach, working with them to resolve non-conformances and drive longer term improvements, always ensuring quality assurance, and compliance with the Company's procedures.

You will have the full support of the Quality Manager and the ability to grow and expand your knowledge.

The role will be fast paced, and performance will be measured on your attention to detail, quality of work and ability to meet deadlines.

A degree of flexibility will be required in the events of urgent quality issues.

The Department and this role are tasked to assure the volume preparation and production of products to satisfy customer requirements and then to drive continuous improvement by using manufacturing methodologies, whilst maintaining KPI targets, and high standards of safety and quality and team development.

The postholder must be experienced in quality management to take on the responsibility of managing the non-conformance framework and a team. There is a need for excellent communication and the continued relationships with all staff of ONE Emtelle, customers, suppliers and contractors.



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Role and Responsibilities

- 1) Ability to train, motivate and support the team and step up to leading the team in the Quality Manager's absence.
- 2) Conduction process and procedure audits to ISO9001.
- 3) Develop and implement change to the non-conformance framework, as Emtelle continues to grow and supply more customers.
- 4) Responsible for the maintenance of all procedures, templates, and communications with suppliers, in line with agreed policies.
- 5) Provide high quality resolution of internal and external customer issues, taking a customer centric approach to remedial actions and delivering high quality reporting to our customers on the outcome of investigations to reported non-conformances.
- 6) Ensuring that all non-conformances investigation is conducted with agreed timescales, ensuring appropriate monitoring and reporting to evidence this.
- 7) Undertake root cause analysis to drive improved solutions and service longer term, through collaboration with different departments and sites to develop corrective actions, solutions, controls and improvements, to enable others to achieve quality standards.
- 8) Confident in making decisions on containment and actions and capable of implementing change to reduce risk of reoccurrence.
- 9) Excellent knowledge and a proven track record in problem solving, especially Root Cause Analysis, 8D, 5Y and 7-step Corrective Action plans
- 10) Supporting the business areas to uphold continuity of supply.



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- 11) Experience of implementing change from reactive to proactive practices
- 12) To find ways of improving efficiencies and effectiveness of processes, decreasing the risk of errors, reducing scrap and reworks and increasing tonnage.

Person Specification

The successful candidates will need to demonstrate on a sustained basis in their employment the following.

- 1) Experience of within a quality or operations role within a manufacturing environment.
- 2) Ability to communicate effectively in a variety of media, to a wide range of audiences.
- 3) Analytical skills to investigate, collate and evaluate information.
- 4) Ability to take a problem-solving approach and to analyse information and situations and generate recommendations.
- 5) The confidence to make decisions based on facts
- 6) Producing meaningful and measurable data.
- 7) Ability to work under pressure and manage competing priorities.
- 8) Understanding and adherence in following both written and verbal work instructions.
- 9) Be self-motivated, proactive and dynamic.
- 10) Experience of leading and developing a team.
- 11) Being customer focused
- 12) Flexibility to change
- 13) Meeting deadlines and multi tasking
- 14) Time Management, they will deliver a high and sustained standard of attendance and timekeeping from the teams they lead.



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15) A focus on cost management, and absolute adherence to Quality Requirements.

Knowledge

- 1) GCSE/National 5 or higher in Mathematics or to a demonstrable equivalent standard: Essential
- 2) GCSE/National 5 or higher in English or to a demonstrable equivalent standard: Essential
- 3) Educated to HNC level in Quality Management or similar

Experience

- 1) Previous work experience as Quality Engineer or Complaints Handling within a manufacturing, construction or engineering environment.
- 2) Experience with root cause analysis and relevant tools.
- 3) Knowledge of Quality standards ISO9001
- 4) Experience in auditing systems based on ISO 9001 requirements
- 5) Competent in investigation of quality issues and recommending solutions
- 6) Manufacturing experience in a comparable Lean Manufacturing environment and disciplines
- 7) Strong PC skills, experience with planning tools such as ERP/MRP systems

Skills

- 1) Strong leadership skills
- 2) Complaint management experience, along with workflow management and experience in building frameworks.
- 3) Ability to accurately follow written instructions and drawings
- 4) Excellent inter-personal skills, able to build positive working relationships
- 5) Sense of urgency in completing tasking to required targets in terms of output quality and time.
- 6) Ability to work as part of and lead a team



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- 7) Ability to respond to and give, instructions given as part of the manufacturing process
- 8) Great attention to detail and problem-solving abilities
- 9) Familiarity of statistical analysis
- 10) Ability to communicate effectively with and respond effectively to Management
- 11) Being thorough and professional

Please submit C.V. and covering letter to Phil.Groom@emtelle.com



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