

Role Description

Job Title:	Quality & Business Assurance Director	Job Holder:	New Role
Division:	SEA Executive Team	Markert Sector:	N/a
Grade:	E3	HR Reference:	

THE COMPANY

SEA is a successful and growing company delivering and supporting advanced solutions in both transport and maritime defence sectors.

SEA is a wholly owned subsidiary of Cohort PLC, and operates as an independent, agile, and responsive international business, with a subsidiary in Canada and customers in the UK, Europe, Far East, The Americas, and Australasia.

ROLE PURPOSE

The Quality & Business Assurance Director is a member of the executive team and is accountable for quality and business assurance, contributing to the overall company success, strategy and policy making. The role reports to the Managing Director.

The role is accountable for quality and business assurance across the company, and ensures that business processes are proportionate, effective, efficient and that all areas of the business are operating to them, and that internal and external deliverables are to required quality standards.

This role is also a champion of continuous improvement and organisational learning, driving efficiency, effectiveness and innovation into company ways of working, and seeks to remove unnecessary barriers and frustrations from company activities wherever possible.

RESPONSIBILITIES

- Define and direct the implementation of the quality strategy, ensuring alignment with company business strategy.
- Direct and lead quality, business assurance and continuous improvement across the company, ensuring that company processes and ways of working are proportionate, effective, efficient and that all areas of the business are operating to them.
- Develop and lead a culture of quality and continuous improvement, setting forth a common, unified and principled approach across SEA .
- Ensures that all internal and external deliverables are to required quality standards.
- Implement quality and assurance policies, procedures & tools to ensure that best practice and consistency is achieved in support of company objectives.
- Accountability for the Business Management System (BMS) for the company, including ISO and other applicable certifications.
- Evaluate overall quality and business assurance performance by gathering, analysing, and interpreting applicable data and metrics. Reports on quality status, actions and trend analysis via the Monthly Business Review.
- Provided facilitation, expertise and support to company process owners and leads.
- Manage independent, ad-hoc audits to address specific risks as identified.
- Contributes to the identification, monitoring and mitigation of company-level risk.
- Collate customer satisfaction feedback and drives any necessary corrective actions.

- Coordinate supplier quality audits and vendor assessments with company Supply Chain team, ensuring suppliers comply with Company policies, standards and processes and that auditors are trained appropriately.
- Contribute to company strategy in quality, business assurance and continuous improvement to ensure that SEA achieves its short and long-term objectives.
- Accountable for the planning, allocation and overall utilisation of quality and assurance personnel into respective business-areas, bids & projects and to ensure that the company has the quality assurance skills, capabilities and tools required to meet its objectives.
- Accountable for ensuring that applicable and effective quality inputs and estimates are provide for company bids, projects and internal developments.
- Accountable for ensuring that applicable and effective governance is applied to all company bids, projects and internal developments.
- Direct and oversee assigned personnel to ensure that they are motivated, trained and professionally developed to carry out their responsibilities to the required standard.
- Develop and control assigned budgets to promote profitability and ensure the company has all the resources required to meet its objectives within agreed financial parameters.
- Maintain working relationships with other directors and senior leaders to ensure effective co-ordination of all company activities in support of company objectives.
- Maintain working relationships with applicable external stakeholders and industry bodies in support of company objectives.
- Contributing to Cohort strategy and policy through participation of the applicable Cohort-wide forums.
- Understand and implement the company safety policy by accepting individual responsibility and responsibility for those personnel under his or her authority, including others who may be affected by the company's activities.
- Ensure personnel are aware of their responsibility towards Health & Safety (H&S) and are equipped accordingly.
- Always set a strong personal example regarding all quality and health / safety matters.

EDUCATION, QUALIFICATIONS & EXPERIENCE

- Extensive quality leadership experience (+10 years) within a business operating within the UK defence/security industry.
- A technical degree or equivalent and relevant professional qualifications.
- A member of either the BQF or CQI and ideally a Chartered Quality Professional.
- Direct experience of leading a quality function within a defence business > 250 people.
- Knowledge and experience of implementing contemporary business assurance best-practice and techniques.
- Direct experience of leading business improvements and knowledge of contemporary CI tools and best practice.

PERSONAL CHARACTERISTICS

- A leader and completer-finisher, with excellent planning and delivery credentials
- Energy, passion, and commitment to support a dynamic business
- Excellent inter-personal, organizational and decision-making skills

- Diplomacy and ability to work closely as part of a senior leadership team of a highly independent company.
- Experience of dealing at senior level within customer organisations
- Willingness to be hands-on where required; not precious about personal role/status
- Analytical skills to evaluate data and performance/operation metrics to make information-led decisions

COMPANY VALUES

All employees may be required to carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed and are required to act in a manner that is wholly supportive of our values of:

- Safety First:** We operate safely and responsibly, protecting each other and the environment.
- People Focussed:** We develop, reward & empower our people, prioritising a healthy work-life balance.
- One SEA Team:** We are in this together. One team, working ethically, respectfully & professionally. We take responsibility and challenge each other constructively.
- Delivery Excellence:** We exceed our commitments by delivering timely, quality outputs whether that's for each other or our clients and partners. We are always looking for ways to innovate and continuously improve.
- Trusted Partners:** We partner strategically, collaboratively, and always with integrity; whether that is between us inside SEA or externally.

JOB LOCATION

The role has direct reports across all SEA sites and can be based at any SEA UK location but must be willing to travel to other SEA sites regularly & internationally as required.

REPORTING

This role reports into the Managing Director

<p>Job Holder Declaration:</p> <p>I accept the purpose and accountabilities of my role with SEA are as outlined above.</p> <p>Signature: _____ Date: _____</p>
<p>Line Manager Declaration:</p> <p>I confirm that the purpose and accountabilities of this role are as outlined above have been agreed with me as line manager.</p> <p>Signature: _____ Date: _____</p>