

## **RISK & QUALITY MANAGER**

Castle Water is recruiting for a **Risk & Quality Manager** who will be responsible for the development, management and improvement of the Quality Management System, and of ISO certifications across the business. We are looking for a risk and quality expert, with experience working within a commercial setting.

Castle Water is one of the fastest growing and most successful companies in the utilities sector. We are a disruptive new entrant and market leader in the water market.

Our Risk & Quality Manager salary will be dependent on experience and we offer a hybrid working model where most roles can be undertaken through a combination of home and office working.

We can promise you a hardworking and lively environment which will equip you with skills that could be used across many areas of the business. You can expect to be part of a collegial and supportive team, with a strong emphasis on knowledge-sharing, continuous learning, mutual respect, and personal development. We will ask a lot of you, and in return, opportunities for advancement in our company are available for those who put in the effort. We value our people and love to watch them develop and advance in their careers with us.

When we offer you a post, we will help and support you in your work, but be prepared to learn through doing the role as much as undergoing formal training. These posts are for applicants with confidence and initiative as well as the maturity required to take responsibility and make decisions and be confident of their own abilities and potential.

This is a permanent position, with an immediate start date

### **Key Responsibilities**

#### **Quality**

- Development, management and improvement of the Quality Management System (QMS) covering all areas of the business.
- Management of all aspects of ISO9001 Quality Management Systems Certification.
- Continuation of our programme to attain ISO14001 and ISO45001 certification
- Establish systems and procedures, including to ensure quality assurance of 3<sup>rd</sup> party quality inspection services, suppliers, and contractors.
- Co-ordinate, facilitate and promote the delivery of an effective Corporate Risk Management service to ensure the company meets its statutory responsibilities and provides safe working environments for employees, clients and those affected by our undertaking.
- Ensure all necessary risk assessments are carried out and regularly reviewed and practicable solutions implemented to mitigate risk to all on site.
- Undertake accident investigations and prepare accurate and professional reviews, including appropriate recommendations where necessary.
- Regularly review and consider changes to legislation, guidance and other relevant developments and develop strategies for their implementation where necessary.
- Promotion of quality achievement and performance improvement across the organisation.
- Assessment of product specifications and customer requirements.
- Ensure compliance with national standards.
- Agree in-house standards across the organisation, and as required.

- Define processes and procedures in conjunction with operating staff.
- Work methodically to establish a clearly defined management system that all staff can apply.
- Set up and maintain controls and documentation.
- Collation and analysis of performance data against defined parameters.
- Supply chain management - work closely with purchasing staff to establish supplier quality performance criteria and monitor supplier performance.
- Supply chain management - supervise the programme of supplier audits
- Manage the Non-conformance and corrective actions within Castle Water.

### **Risk Management**

- Plan, design and implement an overall risk management process for the organisation.
- Make risk assessments, which involves analysing risks as well as identifying, describing and estimating the risks affecting the business.
- Evaluate risk, which involves comparing estimated risks with criteria established by the organisation such as costs, legal requirements and environmental factors, and evaluate previous handling of risks.
- Establish and quantify the organisation's 'risk appetite', i.e. the level of risk they are prepared to accept.
- Report risk in an appropriate way for different audiences, for example, to the Board/Management Committee, so they understand the most significant risks, to business heads to ensure they are aware of risks relevant to their parts of the business and to individuals to understand their accountability for individual risks.
- Undertake corporate governance involving external risk reporting to stakeholders.

### **Knowledge, Skills and Experience**

#### **Business Knowledge**

- A demonstrable understanding of Castle Water's business areas, the Water industry, gained from past experience as well as through social/professional networking is desirable.

#### **Essential Functional / Technical Skills**

- Relevant degree in Quality Management.
- Extensive experience in ISO9001, ISO14001 and ISO45001 certification process.
- ISO 9001 Auditor / Lead Auditor qualification, preferably with experience of auditing other management system standards.
- Able to extensively demonstrate planning and risk expertise, support and advice to colleagues across a range of business areas towards a common goal.
- Experience in the development and implementation of management systems at business unit and project level.
- Experience in project management techniques.
- Member of the Chartered Quality Institute or similar professional body preferred

#### **Personal Attributes / Competencies**

- Demonstrate effective leadership in the execution of quality activities within the department.

- Develop and maintain meaningful relationships with departmental management and project team leads.
- Develop and maintain strategic relationships with applicable external entities such as clients, partners, and subcontractors.
- A systematic, disciplined and analytical approach to all aspects of the role.
- Self motivated and able to work effectively as part of a team or independently.

## **About the Company**

Castle Water is one of the fastest growing and most successful companies in the utilities sector. Our customers include some of the largest companies and public sector bodies in the UK

Castle Water aims to deliver the best customer service in the sector. Creating positive interactions in the workplace and between our employees and our customers will help ensure our company continues to draw new and retain existing customers. Not only have we just achieved our 10,000<sup>th</sup> 5\* Trust Pilot review, but we are also winners of the recent Customer Service Excellence Award for the Perthshire Chamber of Commerce Business Star Awards.

Castle Water has a track record of providing excellent customer service, and of developing innovative approaches to utility supply. We have more 5\* reviews on Trustpilot than all other water retailers combined. We pride ourselves on being transparent and treating customers fairly.

Our head office is based in Blairgowrie, Perthshire, within easy commuting distance of both Perth and Dundee. We are embedded in the local community and participate in many local events and activities.