



JOB TITLE:	QMS & Compliance Manager
LOCATION:	Head Office
REPORTING TO:	Head of Audit, Risk & Compliance
DIRECT REPORTS:	N/A

JOB PURPOSE/KEY RESPONSIBILITIES

Providing strategic quality control mechanisms to the business thereby ensuring quality is met throughout the organisation in line with the requirements of ISO 9001 and other regulatory bodies.

PRINCIPAL ACCOUNTABILITIES

- Maintain and enhance the company's quality and change control procedures, standards and specifications;
- Maintain the company's internal Policy Management System ensuring regular reviews are undertaken;
- Maintain the compliance monitoring plan for the business;
- Ensure compliance to ISO9001;
- Help to set standards for quality throughout the organisation;
- Define quality procedures in conjunction with all relevant Heads of Department;
- Ensure all business communications are reviewed and quality standards maintained;
- Set up and maintain controls and documentation procedures;
- Provide clear communication and directions to all relevant stakeholders;
- Prepare and present monthly reporting to the Head of Audit, Risk & Compliance on key compliance areas;
- Ensure that remediating actions are completed and escalated where appropriate;
- Monitor trends and reasons for change, and provide recommendation of improvement actions to reduce adverse impacts of change;
- Work at all times within the ISO framework, FCA, ICO & CSA regulatory framework and the company's policies and procedures;
- Provide relevant support to Head of Audit, Risk & Compliance.

This list is not exhaustive and you may be requested, from time to time, to undertake other reasonable duties requested by a Senior Manager or Director, that may sit outside of this Job Description

KEY PERFORMANCE INDICATORS

- Quality of work undertaken
 - Speed and efficiency of work, including response to requests
 - Accuracy of written and verbal reports to Line Manager
 - Sickness, absence and lateness
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Qualifications, Experience and Skills Criteria

CRITERIA	ESSENTIAL	DESIRABLE
General Education	'A' level standard or equivalent	
Previous Work Experience	A minimum of 2 year's experience working within an ISO framework and change control management within a regulated activity.	
Specific Knowledge	An understanding of the consumer credit sector and working within the regulatory framework of the FCA.	
Professional/Academic/Vocational Qualifications		ISO accredited qualification Introduction to ISO9001 Foundations for implementation of ISO 9001 Certificate in Quality Management Level 3
Specific Skills	Trained/experienced in Quality System Regulation and auditing processes.	A background in change control management.
Demonstrated Behaviours	<ul style="list-style-type: none"> • Team player • Looks beyond boundaries of own job to support others. • Shares knowledge and ideas. • Contributes to a positive team spirit. • Enthusiastic and willing to develop. • Self-motivated. • Influential to relevant stakeholders. • High degree of integrity. • Works well under pressure • Works within the ISO Quality framework & in line with company policies and procedures • Works at all times within CSA, FCA, ICO & all other Regulatory Rules & Guidelines 	
Specialist Requirements		