



<b>Job Title</b>	<b>Compliance &amp; Quality Systems Advisor</b>
<b>Business Unit</b>	Packaging & Supply Chain
<b>Location</b>	SBP
<b>Job Group</b>	4B
<b>Key Relationships</b>	
<b>Reports to:</b>	Compliance & Quality Systems Leader
<b>Responsible for:</b>	N/A
<b>Any other key relationships:</b>	All UK and Ireland Operations Sites, Area and Team Leaders, Quality Team Leaders, External Audit Standards (LRQA, BRC, PAI, customer specific audits)
<b>Job Purpose</b>	
Deliver Quality Management System objectives including the Q-Pulse upgrade on time, to budget and to required quality standards. Working with key stakeholders to maintain the quality system by supporting the implementation of enhanced processes with a strong focus in change management, applying best practice project management standards and ways of working.	
<b>Key Responsibilities &amp; Critical Success Measures</b>	
<ul style="list-style-type: none"> <li>• Support and advise in the development of the ISO 9001 and other integrated Quality systems (acting as Quality Advisor) for all UK and Irish operations sites, developing strong relationships with internal stakeholders, to raise awareness, influence process change, drive continuous improvement and the adoption of best practice, to enable achievement of business objectives</li> <li>• Lead the delivery of the Q-Pulse upgrade applying best practice project management methodology, ensuring stakeholders are engaged and the appropriate elements for successful change management are in place ensuring that project requirements, deliverables, resources, and timescales are clearly defined and captured with an effective handover to meet the requirements of the Quality Management System (QMS), users and business needs.</li> <li>• Support the work of external auditors or third-party consultants through the setup and improvement of the QMS platform.</li> <li>• Provide monthly reporting and analysis ensuring progress to plan is tracked and monitored, including performance metrics to evaluate success, with status updates prepared and reported in a timely manner</li> <li>• Identify and assess business risks and propose/recommend effective actions and controls to manage those risks to an acceptable level.</li> <li>• Responsible for planning what work needs to be done, making sure it is done to the right standard and when and who's going to do it, considering both internal teams and external customer requirements.</li> <li>• Making sure budget and resources are effectively managed to ensure delivery to cost, risks are proactively managed, problems are resolved, and issues escalated where appropriate.</li> <li>• Assessing and managing changes required to meet key stakeholders needs and the project outcome to minimise scope creep</li> <li>• Capturing project learning and continuously develop project tools and support material for the key users of the QMS system.</li> </ul>	



Functional Competencies	Function:	Development & Compliance
<p><b>Deciding &amp; Initiating Action</b></p> <ul style="list-style-type: none"> <li>• Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>• Takes responsibility for actions, projects, and people</li> <li>• Takes initiative and acts with confidence</li> <li>• Initiates and generates activity</li> </ul>		<p><b>Presenting and Communicating Information</b></p> <ul style="list-style-type: none"> <li>• Speaks clearly and fluently</li> <li>• Expresses opinions, information, and key points of an argument clearly</li> <li>• Makes presentations and undertakes public speaking with skill and confidence</li> <li>• Responds quickly to the needs of an audience and to their reactions and feedback</li> <li>• Projects credibility</li> </ul>
<p><b>Persuading &amp; Influencing</b></p> <ul style="list-style-type: none"> <li>• Makes a strong personal impression on others</li> <li>• Gains clear agreement and commitment from others by persuading, convincing and negotiating</li> <li>• Promotes ideas on behalf of self or others</li> <li>• Makes effective use of political processes to influence and persuade others</li> </ul>		<p><b>Delivering Results &amp; Meeting Customer Expectations</b></p> <ul style="list-style-type: none"> <li>• Focuses on customer needs and satisfaction</li> <li>• Sets high standards for quality and quantity</li> <li>• Monitors and maintains quality and productivity</li> <li>• Works in a systematic, methodical, and orderly way</li> <li>• Consistently achieves project goals.</li> </ul>
<p><b>Applying Expertise &amp; Technology</b></p> <ul style="list-style-type: none"> <li>• Applies specialist and detailed technical expertise</li> <li>• Develops job knowledge and expertise through continual professional development</li> <li>• Shares expertise and knowledge with others</li> <li>• Uses technology to achieve work objectives</li> <li>• Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness, and dexterity</li> <li>• Demonstrates an understanding of different organisational departments and functions</li> </ul>		<p><b>Coping with Pressures &amp; Setbacks</b></p> <ul style="list-style-type: none"> <li>• Works productively in a pressurised environment</li> <li>• Keeps emotions under control during difficult situations</li> <li>• Balances the demands of a work life and a personal life.</li> <li>• Maintains a positive outlook at work.</li> <li>• Handles criticism well and learns from it.</li> </ul>

## Values

**Be Proud**

We are proud of our brands, our heritage, and our commitment to superior quality in our products.

**Be Responsible**

We are accountable and are committed to performing to our full potential within our teams, and as individuals.

**Be Professional**

We value integrity, transparency, professionalism and constructive debate within a team working culture.

**Be Entrepreneurial**

We foster a forward thinking and pioneering culture that recognises the need for innovative thinking and continuous improvement.

**Think Long Term**

We all care deeply about the long term prosperity of the business and understand that this long term perspective gives us a major competitive advantage.

**Be Sustainable**

We wish to make a positive contribution to our communities and to our environment.



## Knowledge, Skills and Experience

### Essential:

- Proven track record of successfully leading systems-based implementation projects from initial definition through to design and implementation.
- Proven leader who can build relationships with key stakeholders, lead a team, and motivate individuals to achieve targets.
- Effective communication and influencing skills to present to business leaders and engage key stakeholders to drive change.
- Degree level Qualified or equivalent relevant experience in quality systems & project management

### Desirable:

- 3 – 5 years' experience in project management in a quality or governance-based environment, designing, developing, and implementing best practice project management methodology.
- Experience or understanding of quality management systems

## Personal Characteristics

- Independent – demonstrates the ability to work co-operatively alongside others while retaining the capability to form and articulate independent views and opinions
- Pragmatic problem solver, with ability to deliver business results
- Self motivated with a positive attitude.
- Embraces change and drives new thinking
- Flexibility and adaptability

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