

QUALITY ASSURANCE MANAGER

RECRUITMENT SERVICES STRATEGIC PARTNERSHIP
(RSSP)

Hiring Manager: Graham Weemes / Mike Chapman

If you'd like to have a confidential conversation about this role,
please email graham.weemes@penna.com or
michael.chapman@penna.com



ABOUT THE ROLE

Brief

- We're Penna. We help our clients **find**, **excite** and **secure** the right talent.
- We've recently won a new seven-year RPO contract, to deliver all permanent recruitment for a prestigious government department. This new contract goes live in April 2022.
- This new contract requires the establishment of a dedicated Quality Management approach to drive quality outcomes, compliance and rigor throughout the recruitment process lifecycle and with the infrastructure deployed on the contract.
- And in return, you'll work with a friendly, supportive team and enjoy all the benefits you'd expect from an organisation with a global network.

Role Purpose

- To ensure an integrated business quality management system (comprising core quality and environmental accreditation) is established, implemented and maintained in accordance to requirements within ISO standards as detailed within the contract and be the single point of contact on all quality matters across the RSSP Team.
- To review and maintain service standards and recommend and help implement continuous improvements

WHAT YOU'LL DO

Key Accountabilities & Responsibilities

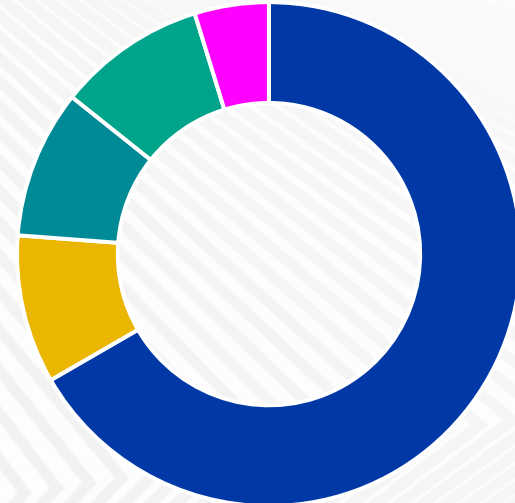
- To ensure an integrated business management system is established, implemented and maintained in accordance with the following standards: ISO9001 (Quality Management).
- Plan, manage and carry out internal audits; deliver clear reports against the internal audit programme to maintain compliance
- Document findings in a standard format; log and track to completion all corrective actions arising from audits and other ad hoc issues
- To be the management representative responsible for the business management system within the RSSP Project team
- To ensure appropriate policies and processes are established, implemented and maintained by the wider team
- Establish and implement appropriate metrics to measure the effectiveness and performance of the business management system, reporting these findings to management for review and as a basis for any subsequent improvements
- Review and analyse business policies and processes to ensure proactive measures are in place to prevent any non-conformances, together with measures to correct any identified areas of weakness, including root cause analysis
- Liaise with external parties on business management system related issues
- Complete reviews on any new processes, products or business areas that are implemented to ensure that effective change and risk management is in place.
- Collaborating with service teams to continuously improve operational processes and service standards

WHAT YOU'LL DO

Key interfaces

- Work closely with all business areas to ensure the requirements of ISO with the RSSP contract are upheld and assist with corrective actions to maintain compliance and continuous improvement
- Liaise with and support external or internal client/Adecco audit teams/requirements
- Liaise with Operational teams to provide expert consultation on QMS matters and advising on compliance issues where improvement initiatives are being implemented
- Provide and maintain records and reports of audits carried out together with an executive summary of findings for non-compliances and corrective actions in line with current tools, techniques and templates

A typical week might be



- Lead on compliance and improvements
- Professional bodies engagement
- Operational consultation
- Reporting
- Learning and Development

KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Director of Operations	Line Manager
RSSP Team Members	Work in partnership with team members.
Client	Provide insightful reports and assurance and attend meetings as appropriate
Penna and Stafford Long employees	Be collaborative with colleagues and build good working relationships with Penna stakeholders

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

Essential

- At least 2+ years' experience within Quality Assurance including a good working knowledge of ISO standards and subsequent requirements
- Highly organised and confident, with an ability to work on own initiative
- Excellent communication skills with the ability to influence and motivate others
- Ability to multi-task and work simultaneously on multiple projects to meet set deadlines
- Flexibility/commitment
- Ability to work with a broad range of colleagues to identify and resolve problems, and determine appropriate solutions
- Commercial awareness, including how business processes can ultimately affect the profitability of company
- To keep abreast of 'best practice' methodologies to ensure the business remains accredited to appropriate standards and maintains maximised levels of customer satisfaction

- Experience in the transition of ISO systems i.e. assessment of needs, development and adaptation of processes, support and training of individuals, auditing against set milestones, etc.
- Excellent planning, organising and administration skills
- IT skills including Word, Excel, Visio and PowerPoint,
- Ability to analyse business processes and perform work analyses

Desirable

- Understands the importance of and has the ability to build rapport with clients to form partnership relationships
- Track record of customer focus, based on openness, trust, and delivering on promises
- Understanding of relevant Recruitment legislation impacting ED&I & GDPR respectively
- Some understanding of Lean Sigma principles and where they enhance and support the QMS

PENNA'S COMMITMENT

We are a family at Penna and Stafford Long and believe in fairness and equality across all approaches to recruitment, development, opportunity, and responsibility.

Diversity Promise

Our promise is to organise our services in a way that is universally accessible and useful for everyone. To do that well, we believe we need to create and sustain a workforce that's more representative of the candidates and clients we serve.

Penna is committed to creating a diverse and inclusive workforce that respects and embraces difference. Our employees and our company thrive when we get this right. We aim to create a workplace that celebrates the diversity of our employees, clients, and the contractors we work with. We will endeavour to create recruitment solutions that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation and national origin.

Our internal programmes and external work with our clients make us proud to be an Equal Opportunity and Inclusive Employer.

If you have a disability or health condition that requires accommodation or reasonable adjustments made during the recruitment process, please let us know by emailing people@penna.com.

Our full guidance and commitment to your application and how we may use your personal information during the application process can be found here: <https://www.penna.com/candidate-care/> and <https://www.penna.com/privacy-policy>

Together we are better, together we are Penna.

PENNA BEHAVIOURS

We all aspire and work towards demonstrating the behaviours consistent with the Family values; Accountable, Supportive, Collaborative and Inspiring as listed below:

ACCOUNTABLE Does what they say they will do	<ul style="list-style-type: none">• Builds open, honest and realistic relationships with customers and colleagues• Reliable and acts with integrity• Determined and passionate about delivery of the best• Accountable and inclusive
SUPPORTIVE Creates an environment where people can give of their best	<ul style="list-style-type: none">• Seeks to understand the needs and concerns of others• Creates a learning environment• Seeks feedback from other in order to learn and develop• Inspires others to achieve their goals
COLLABORATIVE Works as part of one team	<ul style="list-style-type: none">• Pulls together to put the customer first• Support colleagues without waiting to be asked• Helps others succeed and celebrate their success• Actively looks to break down barriers and finds ways to work together
INSPIRING Creates new possibilities	<ul style="list-style-type: none">• Comes to work to make a difference, sets high goals and gives 100% personal energy• Believes in what we do and demonstrates this through actions• Regularly challenges thinking and is open to new ideas and ways of working• Has ambition and confidence to do things in new ways and to create and deliver inspirational solutions