

Quality Manager

Company Background

Store-All is one of Ireland's largest supply chain management companies. The company currently manages in excess of 850,000 sq ft of warehousing across 16 locations across 8 sites in the South-East and has its HQ near Belview Port. The company offers custom and integrated (Transport & Storage) supply chain solutions for some of the world's leading Food & Pharma multinationals. The company also provides Document & Self-Storage services. Further sites are being developed to support the business expansion.

Reason for Vacancy Quality Manager

The company has recently been bought out by two managers who have ambitious plans to develop the business. There is currently a requirement for a Quality Manager who will work with the Quality Team reporting to the Business Project Manager. You will be part of the Quality team that interacts with customers, suppliers, and internally with Store-All employees. This role is a full-time role based at Marine Point in Belview, Waterford.

A Day in the Life of our Quality Manager

As Store-All Quality Manager you are expected to work in tandem with the RP and Quality Analysts to ensure that:

- The Store-All Quality System consistently meets current GDP, BRC and ISO 9001 requirements.
- The Store-All Quality System is updated and maintained on an on-going basis.
- All aspects of Store-All's operations are covered by the Quality System.
- All personnel are trained consistently all relevant aspects of the Store-All Quality System.

As Store-All Quality Manager, you are required to set a good example to all personnel, whilst also communicating the importance of meeting customers, as well as statutory and regulatory requirements. You are expected to organize and evaluate appropriate and required external training programmes for Store-All personnel, when required.

You are also required to deliver internal training to personnel when required.

You are required to carry out Internal Audits in keeping with the Store-All audit schedule. Audits are to be performed without bias and should be closed out in a timely manner.

You are expected to carry out your duties and responsibilities to the best of your ability.

You are required to adhere to Store-All SOPs and policies at all times.

You are required to follow Store-All Health & Safety policies, and inform superiors of any safety issues identified/observed.

Key Responsibilities

Quality

- Inspection and auditing on a routine basis to verify compliance with company standards for operational and general maintenance.
- Writing and updating of company SOPs, forms, controlled lists & Quality documentation.
- Issue and sign off on Change Control Forms.
- Follow up & close out of Change Control Forms.
- Total confidentiality must be maintained in all areas in relation to Store-All client information. No discussion with any client, supplier or third party in relation to other client's or supplier's contents or information is allowed.
- Dealing with customer queries & complaints.
- Implementation, monitoring and maintenance of Quality System.
- Liaise with RP with regard to Quality Issues.
- Liaising with the Responsible Person on Quality & GDP related training.

- Liaising with Supervisors for suitable date and performing Internal Audits.
- Issuing Internal Audit Reports to relevant recipients.
- Liaising with relevant people on completion of actions.
- Closing out all actions in a timely manner.
- Attending External Audits of Store-All Facilities.
- To be involved in the approval of service providers and customers.
- Comply with Quality KPIs.
- Assess on-site opportunities for improvement.
- Liaise with customers, integrate beneficial principles throughout Store-All. Promote co-ordination between Store-All and their customers.
- Compilation/Review of Annual Review for Continuous Improvement.
- Auditing internally and externally, as required.
- Involvement in Customer/Regulatory/HPRA/ISO audits.
- Approval/review of customers and service providers.

Training

- Organising and evaluating external training for Store-All personnel, when required.
- Delivering Practical and SOP Training to Store-All personnel, when required.
- Delivering Refresher Training to Store-All personnel, when required.
- Ensuring personnel are adequately trained to perform their duties.
- Liaising with Store Supervisors and Department Managers in relation to making staff available for training
- Compilation/Review of Annual Review for Continuous Improvement.
- Auditing internally and externally, as required.
- Involvement in Customer/Regulatory/HPRA/ISO audits.
- Approval/review of customers and service providers.

Health & Safety

- Raising & review of Safety Investigation Reports.
- Follow up & close out of Investigation Reports.
- Be aware of Health & Safety compliance. High visibility vest, ID badge and safety shoes to be worn on the warehouse floor as per company policy. Smoking is strictly prohibited in our warehouses, offices & canteens.
- Liaising with the Health & Safety Officer on H&S related training
- Adhere to safety requirements, as outlined in our procedures and Safety Statement.
- Complying with Security Awareness Policy and Security Statement, as applicable.
- Maintain controlled access to security sensitive information, as required.

Reporting

- Comply with reporting procedures in a timely manner.

Compliance

- Comply with GDP, Quality, BRC and HACCP requirements, as per Store-All SOPs and policies.
- Ensure that ISO9001, ISO45001, BRC, HACCP, GDP standards and customer requirements are met at all times and up to date systems and forms are being used.

- Adhere to all company policies, procedures, and business ethics codes, and ensure that they are communicated and implemented within the company.
- Directly involved in conducting interviews regarding employment of new staff
- Conduct 1:1 periodic appraisal with direct staff, i.e., Deputy Quality Manager, Quality Analyst & Document Controller.
- Promote Continuous Improvement

Experience essential

- Relevant Third Level Degree in Science related discipline
- Aptitude for writing SOPs.
- At least 3 years' experience in a Quality department.
- 'Train the Trainer' Certificate.
- Attended Internal Quality Auditing Course.
- Familiarity with HPRA Guidance Notes & Regulations.
- Familiarity with ISO 9001:2015 Standard.
- Familiarity with ISO 45001:2018 Standard.

Experience desirable

- Master's qualification in a Science related discipline
- 3 years' experience writing SOP's
- 3 years' experience leading a quality department
- 3 years of experience training employees
- 3 years Lead auditors experience
- 5 years' experience in HPRA Guidance Notes & Regulations
- 5 years' experience ISO 9001:2015
- 5 years' experience ISO 45001:2018

Benefits

- Salary & Christmas Bonus.
- Full Travel Expenses Paid.
- Training and career progressions opportunities available.
- Employee Assistance Program.