



## ROLE DESCRIPTION

ROLE <b>Internal Quality Assurance Officer</b>	DATE AGREED <b>06.05.22</b>
REPORTS TO <b>Business Excellence Manager</b>	VERSION <b>1.4</b>
DIRECT REPORTS	JOB NUMBER <b>BEX5</b>

### PURPOSE

The Internal Quality Assurance Officer will manage and undertake internal audit reviews, working within the Business Excellence function to ensure reviews are risk-based, add value and are delivered in accordance with our internal audit methodology and regulatory requirements.

### ACCOUNTABILITIES

1. Conducting comprehensive internal ISO standard audits; supporting the continued accreditation to the existing standard, ISO 9001: 2015.
2. Collaborate with colleagues who co-ordinate ISO standards 14001 and 45001, offering support and guidance as required
3. Prepare and present quality reports that reflect the results of audit work and clearly set out the key findings and actions/recommendations.
4. Drive completion of internal compliance training courses across the organisation, ensuring regular monitoring is in place and actions taken to address as appropriate
5. Agreeing corrective and preventative actions (CAPA) ; validating the implementation and adherence to new processes and procedures.
6. Collaborate with quality champions across the organisation to support the planned process audits
7. Ensuring that policies, processes and procedures are maintained, up-to-date and being followed throughout NEBOSH.
8. Evaluate the design of controls in place and work with process owners and the business analyst to identify opportunities for improvement
9. Facilitate audits conducted by external auditors, in line with the business need.
10. Contribute to activities that champion continuous improvement and innovation

### ESSENTIAL SKILLS & EXPERIENCE

1. Significant experience, with a track-record of effectiveness, in

- 3+ years' experience of conducting internal audits to ISO standards as part of a QMS/EMS
- Complete, accurate and on-time external compliance
- Effective internal and external reporting
- Shaping internal audit processes and timetables
- Process mapping and identifying corrective and preventative actions

2. Significant knowledge of:

- Relationship building (external partners)
- Process and System audits
- Process documentation improvement approaches
- Risk based decision making

3. Effective skills in:

- Written and verbal communication
- Presentation to a range of audiences
- Strategic thinking and decision-making
- Critical thinking
- Problem-solving
- Data analysis
- Establishing priorities

4. Attributes:

- Sets and meets high standards
- Energetic and energising
- Self-motivated and systematic
- Results orientated with excellent attention to detail and accuracy
- Excellent time management and organisational skills
- Commitment to continuous improvement
- Ability to work at pace and under pressure
- 'Can-do, will-do' attitude
- Collaborative approach
- Demonstrates integrity in all situations

## **EXPECTED QUALIFICATIONS/EQUIVALENT EXPERIENCE**

- 3+ years' experience in an internal quality assurance / internal auditor role in an SME or larger commercial environment.
- Qualified to degree level or equivalent
- 9001:2015 Lead or Internal auditor

Competence in [or maybe assume these capabilities, if experienced at this level]:

- Microsoft Office software tools

Desirable

- 14001 internal auditor, 45001 internal auditor
- Integrated Management Systems
- eQMS
- BSI Connect