

Quality Manager – Regulatory (and Special Projects)



Purpose

This role is responsible for proactively managing regulatory quality assurance requirements to ensure ongoing compliance with relevant national regulations and recognitions. The role operates independently from day-to-day operational activities while collaborating closely with internal and external stakeholders to uphold regulatory quality systems, such as RLP or MoH, and to contribute to the maintenance and development of technical projects to ensure regulatory compliance.

Look forward to a brighter future

Education

- BSc (or equivalent) in a relevant scientific discipline

Work experience

- Five years' experience in a quality management or quality assurance role within a regulated and process-driven environment
- Demonstrated experience participating in quality audits within a regulated environment

Skills

- Strong understanding of applicable regulations and compliance standards
- Gains and maintains the confidence of others, builds strong relationships with internal and external stakeholders
- Proactive, detail-oriented, with excellent communication, and organisational skills

Key focus

- Monitor national regulatory requirements and emerging changes (e.g. RLP recognition, drinking water legislation), ensuring policies meeting those requirements are implemented and kept up to date, and that regulatory updates are clearly communicated across the organisation.
- Lead and coordinate non-ISO 17025 QA activities to ensure any relevant requirements are properly implemented, consistently applied, and maintained to ensure ongoing compliance.
- Take an active role in key project areas, providing quality and regulatory oversight, contributing technical input, and supporting project outcomes to ensure alignment with regulatory and organisational requirements.
- Provide support to the Quality team through the implementation and performance monitoring of quality systems, ensuring alignment with regulations, ISO/IEC 17025, client requirements, and internal procedures, and by delivering relevant staff training, presenting and developing new procedures, and verifying their effective application.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Advocate for the safety and wellbeing of those within the work environment.
- Adhere to quality standards and environmental / sustainability principles. Participate constructively in all continuous improvement initiatives.

Behavioural competencies

- Demonstrates self-awareness
- Effective collaboration
- Results-focused

In absence of incumbent

- Quality, Risk, Continuous Improvement Manager

Disclaimer: The purpose of this document is to provide an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultations with the job holder in response to the changing needs of the organisation and the nature of our work. Employees may be asked to perform other duties as reasonably required by the employer in accordance with the role environment.



People and environment

We care about our people and strive for environmental sustainability.



Innovation and agility

We are responsive to the needs of our customers.



Honesty and integrity

We build trust.



Accountability and discipline

We deliver the right result, first time.

