**Job Title: Group Head of Technical**

**Danesmoor Group**

As our Group Head of Technical, based in Newton Aycliffe, Durham you will be a hands-on collaborative leader engaging with both our internal teams and external suppliers & Customers. You will report directly to the Group Director of Manufacturing & Operations and liaise with the wider business functions to support the delivery of sites Technical KPI’s. You will have a team of Quality Assurance Supervisors as well as Technicians who you will coach and develop through having an approach of fresh ideas to challenge the status quo, delivering continuous improvement, and unlocking the full potential of your team and colleagues to achieve a benchmark Quality management System and process control.

**Company description**

Danesmoor Group continues to significantly invest in its capability to be a prominent market leader in the manufacturing and distribution of kitchen and bedrooms, ranging from individual components to comprehensive complete solutions that include work surfaces. With a legacy spanning over 110 years, we take pride in our unwavering commitment to serving the UK KBB industry.

We bring together the most comprehensive range of quality products from the world’s leading manufacturers, together with the most flexible services, and bespoke design options - all supplied from under ONE roof. We’re committed to continuous innovation and a highly integrated, customer-centric approach, where delivering excellent service and understanding our customers’ requirements is at the heart of everything we do. Most importantly, each and every customer is supported by ONE personal team – dedicated to providing expert advice, and assisting a professional, streamlined journey from start to finish.

**Summary and Purpose**

A dynamic & tactical Group Head of Technical, leading the business through strong cross functional collaboration to achieve key strategic business objectives. A leader of transition to world class quality standards such as ISO 9001 that supports our process transformation journey by improving our customer experience, ensuring that we manufacture and supply quality products with a right first time mentality.

**Immediate priorities:**

* Develop and execute strategies to improve quality, reduce defects, enhance operational efficiency whilst improving customer service.
* Collaborate with cross-functional teams to identify and address quality-related issues.
* Carry out a Gap analysis for the standard ISO 9001 - Quality Management System.

**Main Responsibilities:**

**Leadership**

* Lead the Total Quality Management strategy across the business which includes coaching the Managers to develop their own capability to ensure accountability in each business area.
* Lead and collaborate to deliver compliance in TQM with an integrated system which is Process centred and decision making that is fact based.
* Coach and mentor your teams to develop competence and capability required to support our goals both now and in the future.
* Provide clear and visible leadership to drive good process control and high standards within operations and drive continuous improvement via embedded lean principles.
* Ensure the mechanisms are in place and successful to drive reapplication of best practice and one common standard for the business.
* Develop and implement a medium and long range plan that is aligned to the business strategy while ensuring key stakeholders are well informed on implementation progress.

**General & Task management**

* Develop and maintain the ISO 9001 Quality Management System.
* Establish and manage quality control processes, including inspections and audits.
* Train employees at all levels on quality standards and TQM principles.
* Conduct root cause analysis and implement corrective and preventive actions.
* Collaborate with R&D to ensure new products meet quality standards.
* Manage customer feedback and complaints resolution processes.
* Implement risk management practices to mitigate quality-related risks.
* Drive cost-effective quality improvement initiatives.
* Prepare and present quality-related reports and updates to senior leadership.

**People**

* Be a role model and lead by example at all times upholding and embracing the company values and expected behaviours and being a key driver for a positive company culture
* Identify and build capability in the teams to achieve optimal process conditions in a manner that is efficient and cost effective that has our customer at the heart of our business.
* Consistently be looking ahead for what capabilities will be needed in the next 12-24 months and work with your team and functional leads to ensure the capability is built ahead of the need.
* Engagement with our people to identify and nurture our talent.
* Build an environment that enables our people to be the best version of themselves.

**Health & Safety**

* Act as a role model of our proactive safety behavioural change culture to ensure procedures are adhered to.

**Other**

* There will at times be key strategic business initiatives which this role needs to help the teams prioritise, resource and formulate into workable plans.

**Essential Requirements**

* Excellent leadership Skills
* Collaborative mindset
* Ability to coach colleagues
* Focus on Continuous Improvement activity.
* Problem-Solving Skills
* Analytical Skills
* Customer-Centric approach
* Substantial expertise in implementing Quality Management Systems
* Experience in implementing process improvements and controls.
* Experience in Auditing and Inspection
* Proven experience in data analysis and reporting
* Risk Management skills

**Desirable but not essential:**

* Relevant Degree
* Multi-site responsibility would be advantageous
* Certification in Total Quality Management (TQM) is preferred.
* Experience in quality management, preferably in manufacturing.
* Thorough understanding of ISO 9001 standards and certification process.
* Proficiency in quality management software and tools.
* Willingness to travel as required.