



JOB TITLE:	Scheme Quality Assurance Officer
REPORTING TO:	Scheme Manager
LOCATION:	Central London - Store Street, London, WC1E 7BT
WORKING HOURS:	This is a part-time permanent role; 15 hours per week, within normal working office hours.
HOLIDAYS:	25 days (plus bank holidays) – Pro-rata
TERM:	Permanent
SALARY:	£20K – £22K + Pension

The Fire Door Inspection Scheme (FDIS) was launched in 2012 to create a quality training and educational programme to improve an individual's knowledge of fire door safety and to establish a leading independent fire door inspection scheme. Our main aim is to transform people's knowledge about how fire doors work and the potential dangers of getting it wrong to ensure fire doors installed in properties are fit for purpose and will keep occupants and buildings safe.

This is achieved in two ways, the educational programme, which results in the individual achieving the FDIS Diploma when passing the independent end of course examination and access to our register of FDIS fully trained, assessed and certified fire door inspectors, of which the Scheme Quality Assurance Officer will play a vital role in quality assuring .

We are looking for a trustworthy and self-motivated experienced quality assurance officer to join our team. As a Scheme Quality Assurance Officer, you will play a primary role in ensuring the processes and services offered for the Scheme are meeting the standards set out in the company documents. The role requires you to work closely with the Scheme Manager and administration function of the business and be responsible for ensuring all aspects of the business are compliant with BS EN ISO/IEC 17024:2012.

Main Purpose of the Job:

- To be the initial liaison point for all matters related to audits and quality assurance
- To maintain appropriate records and produce management reports and analysis
- To audit all FDIS records
- Review and maintain quality assurance policies and procedures
- Interpret and implement quality assurance standards and procedures
- Evaluate adequacy of quality assurance standards



- Devise and review sampling procedures and directions for recording and reporting quality data
- Review the implementation and efficiency of quality and inspection systems
- Document internal audits and other quality assurance activities
- Investigate customer complaints and non-conformance issues
- Collect and compile statistical quality data
- Analyse data to identify areas for improvement in the quality system
- Develop, recommend and monitor corrective and preventive actions
- Prepare reports to communicate outcomes of audit activities
- Evaluate audit findings and implement appropriate corrective actions
- Monitor risk management activities
- Responsible for document management systems
- Assure ongoing compliance with quality and industry regulatory requirements

Education and Experience

- Certifications an advantage including The Chartered Quality Institute (CQI), ISO 9001:2005 (Quality), Quality Auditor, Quality Engineer, Certified Quality Improvement Associate, Six Sigma
- Quality inspection, auditing and testing experience
- Experience with implementation of corrective action programs
- Product or industry-specific experience
- Strong computer skills including Microsoft Office, QA applications and databases
- Knowledge of tools, concepts and methodologies of QA
- Solid experience in effective usage of data analysis tools and statistical analysis
- Experience using CRM and CMS software
- Knowledge of relevant regulatory requirements
- Experience auditing and analysing data



Key Competencies

- Strong attention to detail
- Solid communication skills (both verbal and written) as it will be necessary to liaise with numerous parties, internal and external, via telephone, email and letters.
- Data collection, management and analysis
- Problem analysis and problem solving
- Planning and organizing
- Sound judgment
- Decision-making skills
- Customer service orientation preferably in a membership and/or training/education environment
- Organised and able to work to strict deadlines
- Effective interaction with stakeholders
- Teamwork
- Enthusiasm for continued professional development