



**HWM Global**

Innovations that keep  
critical resources flowing.

## Job Description

**Job Title:** Head of Quality & Compliance

**Reports to:** Operations Director

**Location:** Cwmbran

**Date Prepared:** Sept 24

### **Company Information:**

At HWM we design and manufacture monitoring and telemetry equipment for water, wastewater and gas networks, together with telemetry AMR and facilities optimisation products.

Our primary focus for over 30 years has been monitoring the clean water distribution system, however in the last few years we have expanded into new sectors which include gas, water and electricity meter consumption, gas network monitoring and sewer monitoring. Our solutions have had a significant impact in helping our customers save time, effort, natural resources, energy, carbon, and cost.

HWM-Water Ltd is a Private Limited Company and wholly owned subsidiary of [Halma Plc](#), a UK based business listed on the London Stock Exchange and a constituent of the FTSE 100 Index.

Each of the 50+ international companies owned by Halma is dedicated to the development, manufacture and marketing of products that are used to protect lives, or improve the quality of life, for individuals and businesses worldwide.

### **Main Purpose of Job:**

We are looking for an experienced and driven Head of Quality and Compliance to lead our quality assurance and compliance / SHEQ function. This senior leadership role is critical in ensuring that all products and processes meet stringent quality standards and regulatory requirements, and for leading the organisation's efforts to ensure compliance with Safety, Health, Environment, and Quality (SHEQ) regulations, standards, and best practice. The role will develop and implement strategic quality and compliance programs. Drive continuous improvement in their function across the organization, alongside implementing comprehensive programs to create a safe, healthy, environmentally sustainable, and quality-focused work environment.

A key element of the current challenge for this role will be working with key senior stakeholders across Production, Service, Engineering and other functions, to successfully change previous practices and ways of working, ensuring that high-quality outcomes are uppermost in our minds as we develop and grow.

## **Main Tasks:**

### **Quality Management:**

- Oversee the establishment, maintenance, and continuous improvement of a robust Integrated Management System (IMS).
- Build a team that will act as true partners to the production & service and broader teams around the business; building a culture and skills base to deliver world class product quality with the appropriate KPIs to measure success.
- Critical contributor to the NPI process to help ensure quality is designed into products and facilitate the execution of quality standards in the production and service environment.
- Working with all departments, ensure that products, services, and processes meet or exceed defined quality standards and take ultimate ownership of corrective and preventative actions to cement CI
- Adopt a culture of CI within the organisation by encouraging innovation, efficiency, and effectiveness in all processes.
- Utilise data-driven decision-making to identify improvement opportunities and measure the impact of CI initiatives.

### **SHEQ & Compliance Strategy and Leadership:**

- Develop, communicate, execute, and maintain a holistic SHEQ & Compliance strategy, policies, and procedures aligned with organisational objectives.
- Provide visionary leadership to the SHEQ & Compliance teams, ensuring effective coordination and collaboration.
- Drive and execute a high-performance quality culture with the associated influence across all departments, and the ownership of quality improvement activities, processes and monitoring.
- Develop, communicate, execute, and maintain a KPI dashboard aligned with HWM and Halma's objectives.
- Set, monitor, measure and report on quality objectives and performance targets aligned with the company's strategic goals
- Empower team members by providing them with the resources, support, and the autonomy they need to contribute to the vision
- Be a visible presence of the shop floor and across the organisation, providing a hands-on approach to the implementation of the strategies developed.
- With key roles in your team, champion and advocate for every employee to embrace H&S measures in the workplace.

### **Incident Management and Investigations:**

- Responsible for initiating fast triage and coordinating business response to resolve product performance issues at pace and closing the loop in terms of RCA.
- Conduct thorough investigations of incidents, including data collection, interviews, and analysis, identify root causes and contributing factors of incidents.
- Develop comprehensive investigation reports with findings and recommendations.
- Present investigation findings to senior management and relevant stakeholders.
- Direct the management of H&S related incidents, accidents, and near-misses and ensure the Senior Leaders are kept informed.
- Communicate effectively with internal and external stakeholders regarding incidents and investigations.
- Prepare and submit required incident reports to regulatory bodies in a timely manner.
- Develop and maintain key performance indicators (KPIs) for incident management and investigations.
- Participate in the development and execution of the company's crisis management plans.
- Act as a key point of contact during crisis situations, coordinating response efforts.
- Conduct post-crisis evaluations to identify lessons learned and areas for improvement.

**Customer Satisfaction:**

- Work closely with the customer experience and sales teams to address customer complaints and quality-related issues.
- Monitor customer feedback and implement improvements to enhance customer satisfaction

**Training and Development:**

- Develop and deliver SHEQ training programs to educate employees on compliance obligations and safe work practices.
- Foster a culture of awareness, responsibility, and accountability for SHEQ matters.

**Audits and Inspections:**

- Plan and oversee internal audits and inspections to assess and validate compliance with SHEQ standards.
- Ensure timely resolution of identified non-compliance issues.

**Reporting and Documentation:**

- Prepare and present regular SHEQ compliance reports to senior management and relevant authorities.
- Maintain accurate records of compliance activities, incidents, and corrective actions.

**Stakeholder Engagement:**

- Collaborate with internal stakeholders to integrate SHEQ compliance into business strategies and operations.
- Establish and maintain positive relationships with regulatory agencies and industry associations.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Company and its overall business objectives.

**Person Specification:**

- Ideally, you have worked in a complex manufacturing organisation with an established and functioning Integrated Management System
- Ideally, you have led SHEQ functions through significant change due to organisational growth and have a strong understanding of how to manage change successfully.
- Achieving high quality production and service outputs will be an obsession for you – and you will naturally inspire and motivate others to attain high quality standards
- You are relentless in your quest to improve cultural awareness in relation to SHEQ standards and have a strong track record of achieving a strong KPI Dashboard
- Able to align short-term actions with long-term goals.
- Committed to core values and principles, and lead by example. Your actions are consistent with your words, which builds trust and credibility.
- Adaptable and flexible you understand that achieving a vision may require changing course or adapting to new circumstances and are open to feedback and new information.
- You have an enthusiastic passion to learn.
- Strong leadership presence and the ability to influence.
- You are courageous and willing to challenge or go the extra mile to drive the organisation forward

- You care about people (our customers, your team, everyone in the organisation) and you strive to always do the right thing.
- Proactive and forward-thinking mindset with a focus on anticipating and mitigating potential risks.
- You have a history of delivering results.
- You are curious, challenge the status quo and anticipate the future.
- You are comfortable in a fail-fast/learn-fast environment.
- You are optimistic and pragmatic.

### **Qualifications/Training:**

- Bachelor's degree in environmental science, occupational health and safety, engineering, or a related field. A master's degree or relevant certification (e.g., Certified Safety Professional) is preferred.
- Minimum NEBOSH qualified
- Extensive experience in SHEQ compliance management, with a minimum of 5 years in a leadership role.
- Deep understanding of SHEQ regulations, standards, and best practices.
- Excellent leadership, communication and collaborative team management abilities.
- Analytical thinking and problem-solving skills.
- Strong tenacious, organisational and project management skills.