UK Quality Director

Candidate Briefing

Baxi Heating UK has partnered with Jonathan Lee Recruitment to help appoint a UK Quality Director. The role will report into the UK CEO and will sit on the UK executive team. The role will have a dotted reporting line to the Group Quality Director. Preston will be listed as the main location for the position.

Jonathan Lee Recruitment is conducting a UK wide search and selection process to find the right candidate for the position.

Manufacturing in the UK since 1866

Our high efficiency boilers are straightforward to install, maintain and service and easy to use. We are so confident in the reliability of our boilers that we offer industry-leading free parts and labour warranties, for complete peace of mind.

From our beginnings, right through to our current boiler ranges, Baxi’s ethos of pride, passion and positivity - combined with reliability, respect and innovation - has helped define our company. From our customer support to our industry-leading hands-on training for installers, we are committed to making life with Baxi as easy as possible.

Baxi operates out of multiple manufacturing and supporting administration sites across the UK. These are Warwick, Norwich, Milton Keynes, Wokingham and Preston.

The main manufacturing, assembly and production site is Preston.

- Six assembly lines can produce a boiler every 90 seconds
- Over 100 different models can be produced on site
- 400 employees made up of permanent and contract labour
- A typical Baxi boiler has over 295 components from UK and global suppliers
- Onsite press shop
- Onsite powder paint shop
- Onsite foundry producing 200,000 heat exchangers per year
- Site turnover £350m
BAXI HEATING

Baxi is part of Baxi Heating. Baxi Heating has a portfolio of some of the best known and most respected brands in the domestic and commercial heating industry across the UK and Ireland, including Baxi; Potterton; Main Heating; Heatrae Sadia; Megaflo; Remeha; Andrews Water Heaters; Potterton Commercial; and Packaged Plant Solutions.

Our aim is to deliver best value through reliable, energy efficient products and high-quality service and technical support, while promoting environmental, social and economic sustainability.

Read more about Baxi Heating: baxiheating.co.uk

BDR THERMEA GROUP

Baxi Heating is part of BDR Thermea Group, world leading manufacturers and distributers of sustainable, smart climate and sanitary hot water solutions and services.

With headquarters in Apeldoorn, The Netherlands, BDR Thermea Group operates in more than 82 countries worldwide, employing over 6,500 people and has annual sales of close to €1.7 billion.

Find out more about BDR Thermea Group: bdrthermeagroup.com
ORGANISATION STRUCTURE

RECRUITMENT PROCESS

- Initial phone call and interview with Jonathan Lee Recruitment
- First stage screen call with Baxi UK Recruitment Manager
- First interview stage with Human Resources Director and Finance Director
- Online testing to be utilised in advance of second/final stage interviews
- Second interview stage with Group Quality Director and Chief Executive Officer
- Location and dates tbc
# Job Description

## 1. Role

<table>
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<th>Job title</th>
<th>UK Quality Director</th>
<th>Department</th>
<th>Quality</th>
<th>Job No.</th>
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## 2. Position in Organisation

Reports to (Job title) : UK & I CEO

Directly Supervises (Title): UK Head of Product Reliability, Product Safety Manager, UK Plant Quality Manager, Business Process Improvement Manager, UK Supplier Quality Assurance Manager

Key Contacts: Suppliers (Internal and External), Insurers, Legal, Procurement, R&D, Operations, Group Quality Director, Group Chief Technical Officer

## 3. Main Purpose of Job

Lead the UK quality assurance function to ensure that all components and finished products conform to technical specifications, perform reliably, meet internal and external quality standards and comply with all relevant regulations, licenses, and certifications.

To follow through and represent the business’ best interests on any product safety issues, including robust and rigorous systems to hold suppliers to account.

## 4. Key Responsibilities & Accountabilities

- Establish operating budgets; monitor the cost, effectiveness, and reliability of quality assurance activities to optimise resources, prioritise spending, and ensure targets and standards are met.
- Evaluate the results of QA activities and prepare recommendations for significant changes that need to be made to the organisation’s processes, systems, technology, bought in parts, inputs, or vendors.
- Complete reviews of business processes across the UK and Ireland and maintain a system of KPIs to highlight areas of concern, ensuring visibility and enabling improvement plans to be implemented as appropriate and necessary.
- Liaise with managers to develop schedules, project plans, and cost estimates for implementing new activities, procedures, or methods to improve the quality and performance of the organisation’s products.
- Liaise with internal and external suppliers to ensure their products meet the organisation’s quality standards and deliver satisfactory standards of service.
- Lead, direct, evaluate, and develop a team of QA professionals to ensure activities meet established targets and standards.

## 5. Education and Experience

Degree or equivalent qualification in engineering or similar discipline

Professional expertise with wider business and commercial understanding.
UK Quality Director

Preston, with regular UK and European travel
Cira £100,000 plus car allowance, bonus, family healthcare
Relocation assistance will be considered

We are working with Baxi Heating UK, part of the wider BDR Therma Group, as a retained partner to help secure the services of an exceptional, forward thinking Quality Director to lead all areas of quality across the UK operations from suppliers, through all manufacturing and on to aftermarket, installation and customer care.

Baxi Heating UK is a leading provider of sustainable and efficient heating solutions across a diverse range of domestic and commercial brands. They have over 150 years of experience, who pride themselves on their values and strive for earning lifetime loyalty with their customers.

This highly influential position can offer the opportunity to lead quality through the next phase of its development. As UK Quality Director you will design UK strategy, connect people and drive teams with progressively increasing standards as well as help bind long term UK and Group Quality initiatives.

As Quality Director your main responsibilities will be to lead the UK quality function to achieve:
- Initiatives that drive improvements and cultural attitudes toward quality
- Champion a “we are all responsible for quality results” attitude into the UK business
- Drive reliability through input to both our suppliers, our own NPD and manufacturing areas
- Apply preventative models to ensure that best quality results are achieved, and issues negated
- Maximise Quality effectiveness, efficiencies and optimise resources available
- Evaluate quality process and results, re calibrating initiatives to embrace changing needs
- Drive quality and focus into the Aftersales market business areas
- Define, drive and utilise innovative solutions to achieve quality standards desired

As Quality Director you will offer professional expertise, possibly holding a relevant qualification around Quality Management, Engineering or similar and possess a wider business and commercial understanding to accompany this.

With people in mind, your tenacious, yet logical, approach will enable you to confidently manage a range of internal relations across various locations, both in the UK and at Group. Ultimately, you will ensure that the best outcomes are achieved, and innovations embraced.

A leading reward package is on offer for this executive role, accompanied by a wide range of benefits to support you and your family. These include: executive bonus scheme, company car or allowance, private medical scheme, contributory pension scheme and 25 Days leave.

If you would like further information on the role, please apply. Jonathan Lee Recruitment are the retained search consultancy working with Baxi on this role, direct applicants or agency approaches will be redirected to Jonathan Lee Recruitment for assessment.

Baxi are an equal opportunity employer and value diversity at their company. They do not discriminate on the basis of race, religion, national origin, gender, sexual orientation, age, marital status, or disability status.