



Head of Quality and Compliance

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Competitive salary & benefits package

Permanent, Full-time

About us

At Amberjack we've long been setting the standards in future talent and intake-based volume recruitment. Our advanced systems and intelligent solutions are designed to deliver the ultimate recruitment experience. From intelligent attraction to recruitment process outsourcing and bespoke assessment and selection tools, we work as an extension to our client's teams. We are the quality behind the quantity. We do what's right for our clients and their candidates. We don't know any other way.

The role

The role of Head of Quality and Compliance and expanded team is an indication of our absolute commitment to quality and compliance and is further investment into this critical area of our business. Quality is at the core of everything we do, and this role has overall responsibility of assuring the absolute quality of all delivery on all client projects and our compliance against all legislation, and managing any changes and developments that arise from these areas.

Our Quality and Compliance team enables us to protect and retain annuity revenue from assessment delivery, as well as maintain and improve margins on assessment delivery business. They also assure candidate communications are on brand and against SLAs, check our client reporting and internal financial reporting are accurate and timely, and provide any training and support in this area to the Resourcing Services team. The focus is on continuous improvement, rather than a 'quality control' basis (which relies on detecting errors once a process has gone wrong).

We have in place a combination of procedures designed to focus on ensuring our teams are set up for success from the start, to then monitor and check how well our processes are working, to consider how they may be improved and then make improvements before things actually go wrong.

Ultimately, this business area is a USP for us when tendering for any new business as it's unique in our sector, demonstrating our commitment to the quality agenda.

With overall responsibility for the quality assurance of our service delivery, client and candidate communication, management, your role is critical to the success of our business. Working with key stakeholders internally as well as with clients, you will manage all aspects of assuring we deliver the quality service we pride ourselves on, as well as leading and working on business-wide projects impacting on compliance, governance, quality and process improvement.

As Head of Quality and Compliance, you will join our leadership team which owns the delivery of Amberjack's strategic ambition and vision. You will work with other leaders on managing your area of the business and working as part of project teams to achieve our vision.

Main responsibilities

- **Quality Control & Compliance**
 - ✓ Define and deliver the quality control & compliance strategy and process;
 - ✓ Overseeing the work of Quality Consultants across all campaigns (candidate management and all response handling activities such as use of inboxes, systems);
 - ✓ Assess and monitor diversion & inclusion and adverse impact strategies;
 - ✓ Be the escalation point for any internal or client queries relating to quality control & compliance management information and reporting.

- **Quality Assurance**
 - ✓ To define and deliver the quality assurance strategy and process;
 - ✓ To manage and oversee work of Quality Consultants across all campaigns who will conduct test batching, check quality of assessors work, by sampling screening, telephone interviews, video interviews and provide feedback to managers and assessors;
 - ✓ Test and review adherence to assessment criteria, consistency across assessors and adherence to SLA's;
 - ✓ Be the escalation point for any internal or client queries relating to quality assurance;
 - ✓ Management information and reporting to internal stakeholders and clients (monthly, end of campaign reviews, budgetary, and other ad hoc reporting)

- Other
 - ✓ Profit protection and improvement: working with all teams to assess the length and complexity of projects chargeable to any client, assisting in the calculation of costs, customer prices and margin and monitor their achievement in any campaign whilst looking for efficiencies and process improvements.
 - ✓ Working closely with the DPO/ISO/business to develop and maintain various Data Privacy policies and controls; ensuring these are communicated to staff.
 - ✓ Oversee application of the Risk Management framework
 - ✓ Line Management of permanent Quality Consultants plus freelance Consultants support
 - ✓ Budget Management
 - ✓ Continuous process improvement
 - ✓ Ad hoc support with tendering and implementation process

Why work for us?

We work with some of the biggest brands in the world, from Unilever and Network Rail, Morrison's, and Virgin Media - helping them to hire the very best apprentices, school leavers, placement students, graduates or interns. We offer a competitive salary and benefits package, a collaborative, open and friendly working environment, and great opportunities for personal professional development.

How to apply

Please apply with your CV and a supporting statement outlining your suitability for this role to joinus@weareamberjack.com

If you have any questions about this role or need to access information in alternative format, then please contact the team on 01635 584130 or joinus@weareamberjack.com