



Livingston James

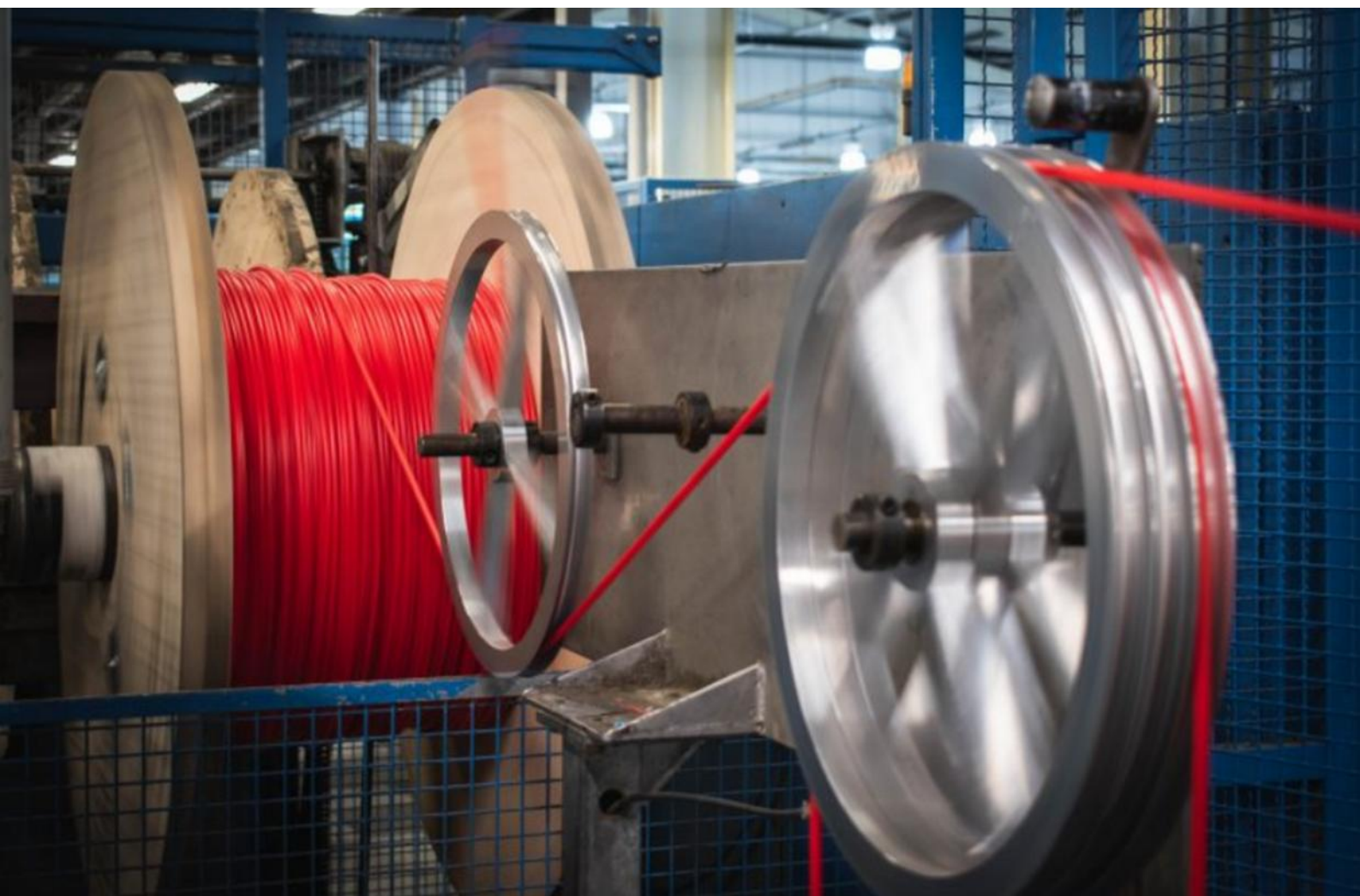
 EMTELLE

Position Profile

Quality Manager



The Company .....	3
The Role .....	5
Preferred Candidate Background.....	7
Remuneration .....	9
The Recruitment Process .....	9





Headquartered in Scotland with investment from overseas sources, Emtelle is a British manufacturing success story that has consistently sat at the cutting edge of manufacturing innovation and excellence. The business has a strong growth profile with 2022 revenues at c€425m. Emtelle is known globally as an innovator and outlier in an industry where commoditisation is a reality for most manufacturers. They were the first business to refine blown fibre optic tubing and have continued to innovate in line with the digital tidal wave that demands ever-increasing infrastructure capability.

Emtelle runs a sophisticated manufacturing operation producing complex innovative systems for customers in a matter of weeks as opposed to months or years. The business employs c800 people globally and has manufacturing capability across seven sites as well as additional sales locations across the world serving customers in over 100 countries.

Although Emtelle continues to grow and innovate in the UK, the business has pursued an aggressive international M&A and direct investment programme which is now well established and making significant in-roads in global markets.

The unique combination of solving customer challenges through innovation and then delivering against those newly created solutions has proved to be a potent, high-margin business for Emtelle. Emtelle's solution offering is diverse, covering multiple market segments and sectors. It is best known as the global leader in blown fibre and ducted network solutions but is also highly successful in sectors including drainage, power and ITS for the highway and rail sectors. Emtelle's manufacturing knowledge, track record, international capability and industry awards place them in an exceptional position to capitalise on the continuing digital trend.

In 2022, Emtelle invested in its first factory in the US and has put the finishing touches to this 300,000-square-foot manufacturing site in Fletcher, North Carolina, from where it plans to significantly build its position across North America.

In 2023, Emtelle signed an agreement to build and establish one of the world's largest factories for the manufacture of fibre optic ducting and pre-connectorised solutions in Abu Dhabi. Investing around \$50m, the agreement is build-to-suit, in partnership with Khalifa Economic Zones Abu Dhabi – KEZAD Group. This should allow Emtelle to boost its presence in key markets including the UAE, Egypt, Jordan, Morocco, Iraq, and Oman, as well as the Philippines, Thailand, Indonesia, Australia and New Zealand.

In 2024, Emtelle completed the acquisition of Ridgemount Technologies, offering further opportunity in the connector space and creating a closer link between Emtelle and our customers. The acquisition also allows for product enhancement and a pipeline of future products.



## Emtelle's core values:

- ⊗ Excellence
- ⊗ Innovation
- ⊗ Empowerment
- ⊗ Teamwork
- ⊗ Integrity
- ⊗ Respect

For more information, please visit Emtelle's website: <http://www.emtelle.com>.





<b>Position Title:</b>	Quality Manager
<b>Reports to:</b>	Group Quality Manager
<b>Location:</b>	Fletcher, North Carolina

Reporting to the Group Quality Manager, this position requires a highly experienced, focused, and driven Quality Professional to assume the new role of Quality Manager for our latest production facility in Fletcher, North Carolina. The appointed candidate will be responsible for assuring compliance in line with ISO9001.

The Quality Manager will provide expert leadership and advice in Quality Control, Assurance and Management measures across the Facility, ensuring "Best in Class" Quality standards are met and a continuously improving trend is established.

Their remit will be to "root and branch" create, establish and drive strategy, methodology, systems, processes, and personnel to achieve this.

They will drive continuous improvement by using expertise and methodologies, whilst maintaining KPI targets, and high standards of Quality compliance, assurance and impact.

## Duties & Responsibilities:

- Lead, develop and embed a high-performing "Best in Class" Quality culture in the facility.
- To ensure there is a comprehensive Quality plan for staff and management within the site they are responsible for.
- To implement a Quality reporting program to allow management and staff to see the key areas of Quality work and progress against key targets.
- To ensure that the site's Quality policy is updated annually (and as required) and implemented effectively across the organisation, acting as the responsible person, as specified in the policy.
- To support staff across the facility, to understand, mitigate and manage the Quality risk associated with their business functions.
- To ensure that Quality Control checks are completed, that results are collated, and actions are logged executed and monitored.
- Assist managers to maintain a high standard of quality by providing specialist advice, coaching training and practical support.
- To ensure induction training on Quality is rigorous and followed up and provide guidance, learning and support to staff at all levels as appropriate.
- Establish audit methods to evaluate the effectiveness of Quality systems and procedures and identify improvements.
- To keep abreast of changes and updates in Quality nationally and across the sectors that the site operates in and advise Managers of areas of change.



- To lead, co-ordinate and support routine Quality checks, ensuring that robust monitoring systems are in place with reliable data.
- To lead (or direct their personnel to) investigations of any Quality incidents on site, non-compliances or Customer Issues, and to undertake actions to deal with the incident and support staff to ensure all required actions comply with Quality obligations and assure the customer.
- To ensure that effective management systems are in place as appropriate across the site and that they are regularly tested, reviewed and updated.
- Excellent knowledge and a proven track record in problem-solving, especially Root Cause Analysis and 7-step Corrective Action plans.
- Conducts process and procedure audits, ideally with familiarity/accreditation as Internal auditor of ISO9001.
- Ability to research, analyse and report within a manufacturing environment.
- Experience in implementing change from reactive to proactive practices.
- Familiarity with documented management systems.
- Good communication and interpersonal skills.
- Pro-actively helping with solutions to improve production.
- Liaising with Managers regarding any outstanding tasking Quality Issues within production or from a customer perspective and actively participating in their resolution.
- Assisting Managers and their teams, to ensure that the site area and all pertaining to it is operating to a high standard of manufacturing quality.





The role demands a strategic individual who can drive high standards for all things Quality at the Fletcher site.

## Person Specification:

- Candidates should have significant experience in achieving a “Best in Class” mission within a complex manufacturing/engineering business.
- Professionally qualified, it is imperative that they can demonstrate similar success within organisations that have made and completed the same journey.
- Understanding and establishment of “Best in Class” systems and performance and the metrics/results which underpin that.
- The ability to build a suitably qualified team to deliver this model successfully including cultural shift and training.
- To communicate clearly with existing and potential external partners and to other staff within Emtele, in respect to activities, processes and methodologies employed in the department.
- Highly self-motivated, disciplined and organised with close attention to detail, able to maintain accurate and robust records.
- Ability to understand complex information and relay it to staff in an appropriate way.
- Excellent time management skills.
- Able to work collegiately with staff across the organisation to understand, embed and promote a strong Quality culture.
- Excellent verbal communication skills.
- Diligent and able to work on own initiative.
- Flexible and able to respond to incidents that may occur out of hours.
- Understand and be able to drive culture change.
- Trustworthy and reliable.
- Excellent IT skills.
- Time management skills to deliver a high and sustained standard of attendance and timekeeping.
- Demonstrable highly effective leadership skills.
- A focus on, and absolute adherence to “best in class” Quality Requirements.

## Knowledge & Experience:

- A graduate degree and/or strong experience in Manufacturing Quality related subjects.
- Knowledge of Quality standards ISO9001
- Strong PC skills, experience with planning tools such as ERP/MRP systems.
- Experience of Quality in Manufacturing and regulated activities.
- Experience of preparing and presenting reports to Manager/Senior Managers.



## Skills:

- Sense of urgency in completing tasks to required targets in terms of output quality and time.
- Ability to work as part of, and lead, a team.
- Ability to respond to, and give, instructions as part of the Quality mission.
- Ability to communicate effectively with fellow employees.
- Ability to communicate effectively with, and respond effectively to, Management/Senior Management.





A competitive salary and wider package are available to the successful individual and will be commensurate with the background and experience required for the role.

For more information please contact Ali Shaw or Kirsty Mclardy at Livingston James.



**Ali Shaw, Director**

T: +44 7915 028310

E: [alishaw@livingstonjames.com](mailto:alishaw@livingstonjames.com)



**Kirsty Mclardy, Head of Research**

T: +447538 799711

E: [kirstymclardy@livingstonjames.com](mailto:kirstymclardy@livingstonjames.com)

## The Recruitment Process

Initial interviews will be with our retained advisors at Livingston James.

Subsequent stages will be held with Emtelle and confirmed in due course.

Interviews will be carried out both in person and virtually as required and as is practical.

