

ISO Compliance Manager

Who We Are

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

We need people who are comfortable, and excited, about operating in the middle of a two-sided business model. We embrace modern technology and want people who are adept at weighing up the needs of our customers, on either side, taking pride in connecting them via seamless automated and digital processes.

How We Work

We encourage you to, 'Dress for your day' and, 'Locate for your day'. It's as simple as that. We're happy to talk flexible working with everyone who works at Xoserve and will work with you to have some flexibility over where, when and what hours you work. We want you to be able to participate fully in your work life without compromising your family commitments or general wellbeing. So, our aim is to provide the tools, technologies and work practices to make that a reality.

The Role: ISO Compliance Manager

The ISO Compliance Manager will take responsibility for the effective implementation and maintenance of the ISO9001 management system and delivery of audit plans for both ISO9001 and ISO27001. They are also responsible for ensuring business continuity and resilience by coordinating relevant policies, guidance, annual Impact Assessments, and Business Interruption Plans, including with 3rd party suppliers and supporting the assurance of those 3rd party suppliers.

A key focus of the role will be to provide expert advice, support, training and guidance, in the context of understanding the business, to maintain and improve management systems and perform audits to confirm compliance with them. In addition, the role holder will develop standards and best practice to support the business in managing risk and continued certification in an organisation which operates in a regulated environment.

The role holder will be a natural influencer with the ability to connect with all levels of the business, possess excellent communication skills both written and verbal, a self-starter with the ability to motivate others and with a practical, hands-on approach to audit. They will be comfortable fulfilling the role of trusted advisor to the CEO, Senior Management Team and wider colleague population. The role will also involve assessing and evaluating the adequacy of reports from key service providers so ability to liaise with 3rd parties will be key.

Role Accountabilities

- Ensure the effective implementation and maintenance of the ISO9001 management system, ensuring it meets the requirements of the current standard.
- Provide assurances on the effective maintenance of the management system through regular formal and informal reporting to senior management.
- Develop and execute ISO9001 and ISO27001 audits (and others where there is a business requirement) in accordance with management systems standards, taking responsibility for scoping, planning, executing, reporting and making recommendations for improvements.
- Provide advice, support, training and guidance to the business to improve understanding and knowledge of management systems, control frameworks, policies, procedures, standards and best practice to support the business in managing risk and continued certification.
- Work with 3rd party providers to gain required assurance regarding services delivered
- Manage Business Continuity & Resilience, working to the principles of ISO22301, including coordinating policies, guidance, annual Impact Assessments and Business Interruption Plans including by leveraging expertise and services from third parties where appropriate.
- Supporting colleagues, teams and managed partners with the development, implementation and maintenance of system processes and procedures that meet customer and commercial expectations.
- Organisation and liaison with all external accreditation bodies to manage certification schemes, recertification and periodic audit programmes, inclusive of ISO standards.
- Capacity permitting, and on request, support the Risk and Audit function with wider audit and compliance activities.

Expertise and Experience

- Experience of implementation and management of ISO9001 and ISO27001 management standards
- Experience of management system development
- Internal audit experience (Lead Auditor Qualified)
- Working knowledge of other ISO standards would be an advantage
- Experience of management of business continuity / business resilience
- Experience working in an outsourced environment

- Self-starter, able to work independently and take the initiative and accountability to deliver the requirements of the role

Our Core Four Behaviours

The Core Four help us achieve our strategy by underpinning our direction of travel. They provide a clear line of sight to identify strengths and development opportunities. They shape our culture and how we work with one another – they are our DNA. They determine the way we should work to achieve great performance.

We are a diverse team, with a community of dedicated, innovative and talented professionals. Does this sound like you?

Dream Big

We embrace change and the future.

We challenge the 'norm' and work together to push boundaries and innovate.

Delight Customers

We do what we say we will.

Our customers are our priority and we identify and anticipate their needs.

Drive Success

Mediocre isn't an option!

We take responsibility to achieve results and create an environment that enables everyone to perform at their best.

Develop You

We take every opportunity to develop.

We develop ourselves and others and build relationships based on trust and integrity.

Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.

We offer a competitive salary between £45,000 - £52,000 - plus benefits, depending on experience.

If you are interested and consider you have the right skills and experience we are looking for, please email your CV, together with a covering letter explaining why you believe you are the right candidate to people@xoserve.com.

The closing date for applications is Wednesday 12th May 2021.