



POWERING YOUR CAREER

**Lead Quality Assurance Officer
Role Profile**

Lead Quality Assurance Officer

Location: Shiremoor

Directorate: Customer Services

Job Ref No: R5097

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for an enthusiastic Lead Quality Assurance Officer to join our team.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs now and in the future.

Our vision is to be the best energy company in serving our customers, whilst delivering a sustainable energy solution. We are looking for someone who is passionate about communications and can help share our story as we deliver our plans to invest in our network, support net zero and create a greener energy future. You will report to the Asset Data Production Manager and will continually look to improve ways of working whilst managing a range of business-critical processes ensuring the team is set up for success and are equipped to deliver a thorough audit of the DMS contractor

Along with a competitive salary of between £30,149 - £34,953 we also offer great benefits such as;

- Enrolment in our Pension Scheme with a generous company contribution
- Annual leave of 25 Days as well as Bank Holidays, increasing to 26 after 2 years and up to 31 after 5 years.
- Free onsite parking
- Agile working
- Newly refurbished offices

We're excited to hear from candidates with a passion for our company and the energy industry and a desire to succeed. [Apply now](#) and we'll be in touch.

Key Responsibilities

The successful candidate will be accountable for:

- Producing a bi-monthly audit report.
- Actively manage the relationship with our chosen Data Maintenance Services Contractor (DMSC) to ensure the Acceptable Quality Levels are achieved for each asset category and audit.
- Train and develop any new starters within the Quality Assurance Team.
- Actively update and maintain all documentation and reference material that supports the internal and contracted Quality Assurance processes that exist within Information Management and under the DMSC.
- Produce the annual OFGEM Regulatory Reporting Pack (RRP) for asset volumes.
- Manage the process to reconcile NPG's business supports systems with its asset registers on a quarterly basis.
- Act as the key point of contact for IT & Telecoms taking ownership of new equipment/software, upgrades and issues.
- Deputise for the Asset Data Production Manager in their absence.
- Support the team In Major Incidents.
- Create and manage a program allowing colleagues to broaden their knowledge and expertise by working with the wider business to appreciate the on-site Operational processes linked to asset recording.

Key Competencies

- Knowledge of NPG's asset registers (EAM and Spatial) to produce the annual RRP pack.
- Producing the Audit Results Pack on a timely basis.
- Challenging the NPG QA team to find efficient ways to complete the regular audits
- Complete all audits within the agreed period.
- Support the off-shore DMSC Quality team and provide training where necessary.
- Knowledge of NPG's asset management processes including schemes, new connection and repairs.
- Deliver a regular set of reconciliation reports including trends, analysis, areas for improvement.
- Confident communicator able to work with internal and external customers.
- Produce and maintain documentation that supports the Quality Assurance process.
- Dedicated point of contact for technology that support the delivery of new equipment/software whilst ensuring current kit is up to date and fault free.
- The succession path for this role is the Asset Data Production Manager.

Qualifications and Attributes

Essential Qualifications and Experience

- NVQ Level 4 or HNC or above
- Attention to detail
- Strong analytical ability with data retrieval and manipulation skills (SQL desired but not essential)
- Ability to turn data into meaningful actionable insight to assess performance and drive improvements
- Advanced use of Microsoft Excel, Word, Access and PowerPoint.
- Good IT literacy, in particular a good working knowledge of Microsoft office packages
- Excellent organisational skills

[Click here to apply today](#)

Visit [northernpowergrid.com/careers](https://www.northernpowergrid.com/careers) to find out more about this and other career opportunities.

Posted: 3 August 2022

Closing date for applications: 19 August 2022

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.