

## NOTE Basildon Job Description

### Quality

|                |                                                  |
|----------------|--------------------------------------------------|
| Job title      | Lead Quality Engineer                            |
| Department     | Quality                                          |
| Job level      | Senior Specialist                                |
| Line manager   | Operations Manager                               |
| Direct reports | None initially (future Quality team development) |

### About the company

**NOTE Basildon** is a leading **Contract Electronics Manufacturing company** servicing all sectors of the Electronics market. We are locally based in Basildon SS14 3BN, and part of the larger NOTE group.

With over 40 years' experience, **NOTE UK** has built a strong reputation for the on-time delivery of printed circuit boards, PCBAs, box builds, and final assemblies. Operating from our sites in Basildon, Windsor, Haddenham, and Wolverhampton, we are a trusted end-to-end **Contract Electronics Manufacturer**, dedicated to turning product ideas into reality. We pride ourselves on offering flexible, professional solutions while maintaining the friendly, 'can-do' attitude. [www.note-ems.co.uk](http://www.note-ems.co.uk).

### Job role and scope

The Lead Quality Engineer is the senior quality professional onsite and is responsible for maintaining, developing and continuously improving the NOTE Basildon Quality Management System.

Working closely with all managers and cross-functional teams, the role will lead all quality-related activities including customer quality, supplier quality, auditing, compliance, non-conformance management, corrective actions, new product introduction and continuous improvement initiatives.

The position requires a hands-on approach, balancing strategic quality improvement with day-to-day support of manufacturing operations. The successful candidate will act as the site's quality subject matter expert and play a key role in building a culture of quality throughout the business.

### Main responsibilities

1. **Act as the lead quality specialist** for the Basildon site, providing guidance and support across manufacturing, engineering and supply chain activities.
2. **Support production teams** in resolving quality issues through effective root cause analysis and problem-solving methodologies.
3. **Act as the primary quality contact** for customers, supporting audits, quality reviews and continuous improvement initiatives.
4. **Lead investigations** into customer complaints, non-conformances and warranty issues, ensuring robust corrective and preventive actions are implemented.
5. **Maintain and continuously improve the NOTE Basildon Quality Management System**, ensuring compliance with ISO9001:2015 and customer requirements.
6. **Conduct internal audits** and support external certification and customer audits, ensuring timely closure of actions.
7. **Support supplier quality activities**, including investigation of supplier-related non-conformances and implementation of corrective actions.
8. **Support new product introductions** through effective quality planning, including PFMEA, control plans, process validation and PPAP activities where required.
9. **Drive continuous improvement projects** focused on reducing defects, improving process capability and enhancing customer satisfaction.
10. **Monitor and report quality performance metrics**, providing analysis and recommendations to support business objectives.

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#### Skills, knowledge & experience

##### Essential

- ✓ Degree in an Engineering discipline or equivalent quality/manufacturing experience.
- ✓ Proven experience in a Quality Engineering role within a manufacturing environment.
- ✓ Good understanding of Contract Electronics Manufacturing, including PCBA, box build and electromechanical assembly.
- ✓ Experience of customer quality management, non-conformance investigation and complaint resolution.
- ✓ Strong root cause analysis and problem-solving skills, with experience implementing corrective and preventive actions (CAPA).
- ✓ Working knowledge of quality tools and methodologies including PFMEA, control plans and PPAP.
- ✓ Good understanding of ISO9001:2015 requirements and quality management systems.
- ✓ Excellent communication, stakeholder management and continuous improvement skills.

##### Desirable

- ✓ Internal Auditor qualification or auditing experience.
- ✓ Chartered Quality Professional (CQI) membership or working towards.
- ✓ Experience of ISO13485, ISO14001 or ISO45001 management systems.
- ✓ Lean Manufacturing or Six Sigma training.
- ✓ Experience mentoring, coaching or providing technical guidance to others.

#### Company values

At NOTE, we believe our people are the key to our success. Each achievement and successful customer partnership is made possible by the dedication, expertise, and passion of our team. Our values lie at the heart of how we work and grow:

- **Sustainability:** We take responsibility for people and the planet, working toward a better society through responsible manufacturing.
- **Quality:** We believe in getting it right from the start.
- **Proactivity:** We act with clarity and purpose, ensuring sustainability and integrity in every interaction.
- **Flexibility:** We adapt to meet customer needs with tailored solutions.
- **Solution-Oriented:** We create a stimulating, problem-solving environment that drives results.

These principles ensure we deliver the right quality, at the right time, and at the right price, while building long-lasting partnerships.

#### Remuneration package

|                               |                                                                                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Salary                        | Up to £45,000 per annum (dependent on skills & experience)                                                                             |
| Base                          | Onsite in NOTE Basildon                                                                                                                |
| Working hours                 | Full time is 37 hours per week<br>Mon to Thurs 07:30 to 16:00 and Fri 07:30 to 12:30                                                   |
| Holiday                       | 25 days plus Bank Holidays (includes Christmas shutdown)                                                                               |
| Pension scheme                | Auto-enrolment in month 3 of employment with:<br>5% employee and 3% company contributions                                              |
| Life cover                    | Death in service cover (x3 annual salary) after probation period                                                                       |
| Excellent working environment | Free parking, modern factory and spacious offices. Regular social events.<br>Complimentary fruit, hot drinks and breakfast provisions. |
| Wellbeing support             | Free & confidential access 24/7 to Employee Assistance Programme (EAP)                                                                 |

This role offers an excellent development opportunity for an experienced Quality Engineer seeking broader responsibility and progression towards a future Quality Manager position. Please apply with cover letter and updated CV to: Sarah Gardener at [careers.basildon@note-ems.co.uk](mailto:careers.basildon@note-ems.co.uk)