



Head of Quality

About Lightfoot

Lightfoot is a high-growth technology company based just outside Exeter. Lightfoot has been described as ‘the Fitbit for cars’ and is an award-winning, government-supported technology that plugs into the vehicle and helps drivers find their engine’s sweet spot.

Lightfoot rewards drivers who achieve ‘Elite Driver’ standard with a wide range of prizes, discounts and other benefits; from cheaper car insurance to a year’s supply of pies...

Lightfoot drivers are up to 20% more fuel efficient than your average driver and have 40% fewer accidents, so we are making our roads safer, our environment cleaner and our motoring less expensive. Lightfoot has been disrupting the fleet sector since 2014 with its all-new approach and has customers including Virgin Media, Boots and Alliance Healthcare, Dyno Rod, South West Water and many more.

This year Lightfoot is also launching to the consumer market so that every driver can be rewarded for better driving.

The Lightfoot team has grown from 25 to 60 in the last 9 months alone. We are based from our new state of the art facility near Chudleigh where you will find a fast paced environment and a dedicated team driven to making driving fun, social and rewarding.

Job Outline

The Head of Quality is responsible for developing and maintaining a Quality Management System that provides quality assurance and audit through each step of our product development, product maintenance and customer journey, while optimising the process in order to further improve our customer experience.

Role and Responsibilities

- Implementation and continuous review of a QMS robust enough to support our growth and the evolving needs of the business.
- Become the prime customer contact point for all quality related issues including root cause analysis of customer complaints and technology and process faults.
- Conduct internal quality audits on departments and projects.
- Train internal stakeholders to support a continuous program of audits to ensure ongoing adherence to the QMS and ISO9001 certification.
- Create and champion a culture of continuous improvement within the business.
- Identify business improvement opportunities within the business.
- Ensure that product quality is delivered consistently, efficiently and right the first time.
- Report quality performance issues, including non-conformances and resolutions to the Directors
- Assist the Directors to create a truly lean and scalable business.

Desired qualifications, skills and experience

- Experience working with electronics and software is **essential**
- Significant experience in Quality Assurance, including designing, overseeing and developing a QMS, ideally within an SME is **essential**
- Strong working knowledge of ISO standards ISO9001 and ISO14001 is **essential**
- A proven record of reducing input costs and improving product performance is **essential**
- Excellent interpersonal and organisational skills are **essential**
- Ability to mentor and instruct is **essential**
- Outstanding customer service skills are **essential**
- Ability to multi-task across and meet deadlines is **essential**
- Exceptional oral and written communication skills is **essential**
- Experience working within an automotive environment is **desirable**
- A degree or equivalent qualification in an engineering is **desirable**

Personal characteristics

- Efficient, proactive and thorough
- Focused on quality and attention to detail
- Driven to deliver results
- Confident and able to lead others
- A problem solver, able to use own initiative

Salary & Benefits

- Salary DOE
- Membership of employee bonus scheme
- Outstanding quality of life
- 24 days leave entitlement plus Bank Holidays
- Childcare voucher scheme
- Your own Lightfoot device and associated benefits

Location

Chudleigh, Exeter

How to apply

If you think this job is for you then why not email us, briefly summarising why you'd be great for the role, including a copy of your CV and salary expectations to work@lightfoot.co.uk