



COMPANY: e2E SERVICES LTD.

JOB REF: RES.007

TYPE OF ROLE: PERMANENT

LOCATION: WELWYN GARDEN CITY, HERTFORDSHIRE plus LONDON as required



Our Company

We have been at the forefront of innovation in the satellite communications industry for two decades, offering to all its stakeholders unrivalled expertise to design, develop and operate state-of-the-art solutions and systems, world-wide. Our portfolio of services and technology know-how covers the entire spectrum of any satellite communication project, from market opportunity sizing and end-user requirements down to ground network development and operations. To both commercial and defence related domains, we also offer unique modular and agile technology to enable a more user-friendly and accessible use of satellite communication resources.

Innovation and ingenuity are the guiding principles of anything we do for our customers. Working with e2E requires a high level of dedication and personal motivation, commitment and a drive to continually seek to improve things but the results our Group has consistently achieved over the years, at personal and team levels, are outstanding and make e2E a great place to work.

Job Description

e2E develops software, products and systems inspired by our expertise in satellite communications and network management. In addition, we support both defence and commercial customers in assuring the delivery of secure satcom systems and services, specifically in respect to the quality, safety and reliability of the offerings.

We have an opportunity for a **Senior Quality & Product Assurance Engineer** to join us and be an integral part of the e2E team ensuring that our Quality Management System (QMS), policies and



processes are established, implemented, maintained and disseminated to staff in line with e2E's business needs and in compliance with the ISO9001:2015 standards body.

In addition the successful candidate will, as required, provide support to e2E and its external customers in order to assure the high quality and reliability of products and systems delivered, as well as highlighting and assessing risks to schedule and cost, to achieve the high assurance levels required.

Key Responsibilities

Quality Assurance responsibilities:

- Promoting quality achievement and performance improvement throughout the Company
- Develop, implement, communicate and maintain a practical quality plan to retain e2E's Quality Systems and Policies into compliance with ISO9001:2015 and any future developments.
- To ensure compliance with national and international QA standards and legislation and to liaise with external assessment/standards bodies associated with external accreditation processes including the implementation of any corrective actions
- To formulate and manage the development and implementation of goals, objectives, policies, procedures and systems pertaining to the QA
- Setting QA compliance objectives and ensuring that targets are achieved
- Agreeing standards and establishing clearly defined methods of working for staff to apply/follow
- Setting up and maintaining controls, documentation library and documentation procedures
- To monitor QA performance by gathering of relevant data, including Risk Management and producing appropriate reports with recommendations for improvement where required
- To deliver Quality related training to staff, including induction training, and to maintain and develop strong working relationships with other departments
- To participate at project level in technical project reviews to ensure assurance aspects are built into the design
- To maintain the QA auditing process
- To manage the nonconformance system

Product Assurance responsibilities:

- To ensure that customer expectations are met or exceeded through effective product assurance planning as relevant to the space sector
- To provide prompt identification and prioritisation of non-conformances in a product or service, ensuring corrective action at project and management level
- To drive improvements in-house in holding risk- based audits and in the supply chain (if appropriate) for e2E products and services
- Support the definition of assurance related requirements in respect to PA, QA, dependability and safety.
- Develop associated PA plans
- Perform associated reliability analysis
- Perform FMECA analysis
- Perform safety audits as appropriate.



Skills, Character and Experience

- Experience of working as an integral part of a highly focused engineering team
- Proven ability to take full responsibility for the delivery of critical system components
- Track record of developing innovative and efficient solutions to defined problems
- Evidence of being able to work within tight timescale and budgetary constraints
- Proven ability to produce clear, concise and unambiguous documentation confirming to applicable technical and quality standards
- Good customer-facing and communication skills with ability to produce and present clear, concise and unambiguous presentations to customers and other clients

Essential

- At least 2i University degree or equivalent
- Experience in maintaining Quality Systems and the associated requirements
- Experience in developing both Quality Assurance and Product Assurance Plans which cover the complete (system) lifecycle
- Experience of delivering compliance to ISO9001:2015 and the associated internal and external audits (including experience of conducting successful product assurance audits on suppliers)
- Excellent analytical and problem-solving skills with experience of investigating causes of quality assurance problems and proposing solutions
- Familiarity in maintaining configuration management baselines
- Experience in using product assurance metrics, product quality tools and methodologies
- Outstanding communication, presentation and organisational skills
- Experience of conducting reliability and FMECA analysis

Desirable

- An understanding of satellite communications engineering concepts
- A willingness to learn to gain domain knowledge through project experience
- Experience of working in space/satellite industry and understanding of satellite radio communications systems and management
- Experience of responding to proposals with respect to assurance aspects
- Experience in systems engineering to include feasibility studies, system analysis, requirements analysis and traceability and system architectural design and interface definition
- Familiarity with ECSS Standards
- Familiarity with MIL-STD and DEF-STAN standards related to assurance engineering

Salary

- Competitive salary dependent on skills/experience plus a growing list of Company benefits
- By submitting your CV/application you are consenting to e2E Group using and storing information about you for monitoring purposes relating to your application of future employment. This information will only be used by e2E Group.

SENIOR QUALITY ASSURANCE & PRODUCT ENGINEER



e2E Group is committed to achieving workforce diversity and welcome all applications irrespective of social and cultural background, age gender, disability, sexual orientation or religious belief.

