Bromford Flagship LiveWest

Quality Assurance Engineer

Reports to: M&E Operational Support Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

I play a key role in ensuring the safety, quality, and compliance of heating service, repair, and installation work across the organisation. Through a structured programme of audits and inspections, I provide assurance that all work meets regulatory requirements and company standards.

My role exists to protect customers by ensuring heating systems are safe, reliable, and delivered to a consistently high standard. I carry out both site-based and desktop audits, identifying non-compliance, defects, and areas for improvement, and ensuring appropriate action is taken.

I work closely with operational teams to provide clear feedback and technical guidance, helping to improve workmanship and maintain consistent standards across service delivery. I also support investigations and use reporting and insight to identify trends, reduce risk, and drive continuous improvement.

Through strong attention to detail and a collaborative approach, I help ensure a high-quality, compliant service that customers can trust.

My skills and experience include:

I have strong technical knowledge of heating systems across servicing, repair and installation, applying safety and compliance standards. I hold essential qualifications including CCN1, NVQ Level 3 (or equivalent), CMDDA, unvented systems, commercial gas (COCN1), Gas Safe Registered Person requirements, health & safety and SSCS (or equivalent), along with a Level 3 Gas Audit qualification.

I carry out audits and inspections with strong attention to detail, identifying risks and non-compliance and providing clear feedback to drive improvement. I work independently, manage my workload effectively and produce accurate records and reports to support performance.

I communicate clearly with stakeholders, supporting safe and high-quality service delivery.

The skills I will develop include:

I will continue to strengthen my technical knowledge and understanding of evolving regulations to ensure I maintain high standards of safety and compliance.

I will develop my auditing and assessment capability, improving my ability to identify trends, risks, and areas for improvement. I will also build stronger communication and influencing skills to support teams in improving quality and performance.

Over time, I will enhance my use of data, reporting, and insight to support decision-making and drive continuous improvement across service delivery.

I will continue to develop my expertise through additional relevant qualifications where appropriate.