

*Forward thinking*  
Straight talking



# *Quality Officer*

JOB SPECIFICATION

Gateley /

<b>POSITION:</b>	Quality Officer
<b>LOCATION:</b>	Birmingham
<b>CONTRACT TYPE:</b>	Permanent

## The *role*

We are looking to appoint a senior role to lead both the implementation and ongoing management of our ISO 27001 accreditation.

This role will play a key part in designing and embedding the management system, before taking full ownership of its day-to-day operation, governance, and continuous improvement. Working closely with IT, Professional Standards and teams across the business, the role will ensure controls are robust, risks are effectively managed, and audit requirements are consistently met.

There will be a significant focus on implementation in the initial phase, transitioning into long-term ownership of the standard. This includes driving compliance, leading audit activities, overseeing risk management, and delivering clear reporting, alongside embedding a culture of information security across the organisation.

Candidates must have strong working knowledge of ISO 27001 and demonstrable experience in implementing and managing compliant information security management systems.

You will develop a strong understanding of Gateley's ISO 27001 accreditation and play a central role in both its implementation and ongoing management.

### **Key Responsibilities:**

- Leading the implementation, embedding and ongoing management of the ISO 27001 Information Security Management System (ISMS)
- Managing, maintaining and continuously improving ISO 27001 certification, ensuring ongoing compliance with the standard
- Owning and developing the firm's ISO 27001 documentation, ensuring policies, procedures, records and controls are robust, up to date and effectively managed
- Leading internal audit activity, including planning, execution, reporting and ensuring timely closure of actions, with clear updates to senior stakeholders
- Preparing for and managing external audits, acting as the primary point of contact for assessors and coordinating internal stakeholders
- Chairing and supporting governance forums, including preparing agendas, papers, and tracking actions through to completion
- Providing expert guidance to teams across the business on ISO 27001 and information security requirements, ensuring controls are understood and consistently applied
- Driving awareness and engagement across the organisation to embed a strong information security culture
- Managing client and supplier assurance activity, including responding to ISO 27001 security questionnaires and due diligence requests
- Working closely with IT, Professional Standards, Risk, HR and Operations to ensure controls are effectively embedded and operating as intended

### **Risk Management Coordination**

- Leading the implementation and ongoing oversight of the ISO 27001 risk management framework and associated documentation
- Driving risk identification, assessment, treatment and monitoring activities across the business
- Working closely with risk owners to ensure risk registers, incident logs and supporting records are accurate, up to date and effectively managed
- Facilitating regular risk reviews and ensuring timely progression of mitigation and improvement actions

### **Quality & Continuous Improvement**

- Championing high standards of governance, documentation and control effectiveness across the ISMS
- Identifying and driving opportunities to strengthen processes, controls and ways of working
- Embedding a culture of continuous improvement across information security practices, aligned to ISO 27001 requirements
- This role will take a leading position in both the implementation and subsequent ownership of ISO 27001, with a strong focus on embedding sustainable controls, maintaining compliance, and driving ongoing improvement across the organisation.

## **The *team***

At Gateley Plc, our IT department is a dynamic and collaborative environment where innovation thrives. Over recent years, we have expanded our team to include over 60 professionals who are dedicated to driving technological excellence and delivering innovative solutions. Our diverse team is structured across several key areas: IT Service, Infrastructure, Architecture, Security, Change Management, Engineering, Innovation and Client Solutions. Our IT department is not just about technology; it's about people. We value collaboration, continuous learning, and professional growth.

This role will work in close partnership with the Professional Regulations and Standards team, ensuring a joined-up and consistent approach to governance, compliance, and risk management across the business. Acting as a trusted partner, the ISO Officer will collaborate to align ISO 27001 requirements with wider regulatory frameworks, supporting the development and maintenance of robust policies, procedures and controls.

By combining technical expertise with a practical, business-focused approach, the role will help translate regulatory requirements into clear, actionable guidance for teams across Gateley. This includes contributing to governance forums, supporting audit readiness, and ensuring that information security practices integrate seamlessly with broader professional standards obligations.

## **The *person***

Candidates will be able to demonstrate the following attributes:

### **Essential**

- Strong working knowledge of ISO 27001, with demonstrable experience implementing and managing compliant information security management systems
- Proven ability to design, embed and improve governance, controls and documentation within a regulated or professional services environment
- Excellent attention to detail, with a focus on accuracy, quality and control effectiveness

- Strong stakeholder management and communication skills, with the ability to influence and challenge at all levels of the business
- Ability to manage multiple priorities independently, with a proactive and structured approach
- Experience of planning, leading and chairing meetings, including governance forums
- Comfortable working cross-functionally, building effective relationships across IT, Risk, HR and Operations
- High levels of professionalism, discretion and integrity when handling sensitive information
- Ability to work effectively under pressure and respond to changing priorities within a delivery environment
- Strong organisational and documentation management skills, including experience with Microsoft Office and document management systems

#### **Desirable / Beneficial**

- Degree-level education or equivalent professional experience
- Experience working with ISO management systems, particularly ISO 27001, with working knowledge of ISO 9001 beneficial
- Experience within a professional services or regulated environment
- Strong understanding of regulatory and compliance frameworks within a legal or professional services business
- Ability to operate across multiple standards and frameworks where required, supporting broader quality and compliance initiatives

This job description is not an exhaustive list due to the requirements of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

## **The *benefits***

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

## **We are *Gateley***

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be.

We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

## ***Diversity, inclusion and well being***

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

## **Additional Information**

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



Gateley /