



JOB DESCRIPTION

Job Title:	Quality Control Technician
Job Family:	Quality Department
Reports to:	Quality Assurance Controller

Main Function

Control product quality within the Birmingham Wholesale Distribution Centre and support process improvements, while complying with all aspects of the company Quality Management System.

Role responsibilities:

- Complete quality inspections on products and services, including Goods In Checks, in a timely manner.
- Record, analyse and report on the outcomes of quality inspections to the Quality Assurance Controller.
- Full and prompt investigation of issues and implementation of corrective and preventive actions.
- Assist in the completion of internal quality audits to ensure compliance with the company's quality policy and procedures and any corrective actions.
- Assist with the preparation for external quality audits.
- Work directly with customers to understand their quality issues and put corrective actions in place.
- Promote and champion a Get It Right First Time approach within the Wholesale Distribution Centre.
- Communicate all pertinent quality issues to the Quality Assurance Controller and relevant Supervisors/Managers.
- Any other reasonable duties which may be required by management from time to time.

Core Competencies

1. Customer Service
2. Results Driven
3. Quality & Efficiency
4. Teamwork
5. Open & Honest Communication
6. Ownership
7. Collaboration

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.



PERSONNEL SPECIFICATION

Job Title: Quality Control Technician

Job Family: Quality Department

Reports to: Quality Assurance Controller

	Essential Criteria	Desirable Criteria
Qualifications & Experience	<ul style="list-style-type: none"> • GCSE Grade C passes to include English & Maths (or equivalent) • At least 2 years recent relevant experience working within a similar role, within a Quality Department • Knowledge of ISO 9001 (2008) 	<ul style="list-style-type: none"> • Possess, or be prepared to work towards a recognised Quality Auditor's qualification • Demonstrate experience of successful change management, process improvements or utilization of continuous improvement techniques
Special Aptitudes	<ul style="list-style-type: none"> • Strong organisational abilities • Good level of computer literacy • Excellent communication skills • Ability to work on own initiative • High level of accuracy with excellent attention to detail 	<ul style="list-style-type: none"> • Experience in dealing with suppliers
Disposition	<ul style="list-style-type: none"> • Assertive and confident manner • Professional attitude • Energetic and enthusiastic • Self-motivated • Willingness to work overtime as required 	N/A
Knowledge and Interests	<ul style="list-style-type: none"> • Willingness to play an active role in the company's growth and continuous improvement 	N/A