

ROLE PROFILE

Job Title	QA/Compliance Technical Assistant	Reports To	QA & Compliance Manager	Location	Bradford
Date Created:	March 2021	Department	Logistics	Grade/Band	H3

Purpose: To provide product related support to the QA/Compliance team, produce operational reports and assist with day to day administration.

Main Accountabilities	Key Performance Indicators	Skills & Experience	Competencies
<ul style="list-style-type: none"> Investigate highlighted QA related delivery issues and specify rectification requirements. Specify and order packaging from the 'box making' department. Develop and produce regular and ad hoc reports as required, and distribute to internal/external customers. Coordinate the 'A' grade establishment process. Support the QA/Compliance department with their day to day administration tasks. Target high returning lines with the support of the Technologist, and inspect/report on the quality of the product/packaging. Liaise with internal/external customers to obtain, record, store and dispose of product samples. Liaise with internal/external customers to resolve product related issues. Carry out 'packaging waste' checks to verify the accuracy of data held. Monitor the Compliance Mailbox and highlight issues as required. 	<ul style="list-style-type: none"> Achieve reporting deadlines. Ensure that stock related issues are resolved in a timely manner. Liaise with internal/External customers to ensure that enquires are resolved correctly and efficiently. Ensure that all customers are treated fairly. Accurately follow policies, procedures, departmental and company standards. All briefs and updates are read and understood and clarity sought where necessary. 	<ul style="list-style-type: none"> Good working knowledge of Microsoft Excel, Word, Outlook, plus general PC skills. Ability to work on own initiative. Excellent communication, organisation and listening skills. Ability to be clear and precise both verbally and written. Ability to represent the company in a professional manner. Excellent letter writing skills. Good understanding of the principles of TCF Experience of working in a Quality Department desirable 	<ul style="list-style-type: none"> Strong communication skills. Able to liaise effectively with other departments and third parties. Attention to detail. Professional manner. Recognises the needs for policies and procedures. Work to deadlines. Enthusiastic and naturally proactive. Flexible and able to adapt to situations the job may uncover. Quick thinking and non-judgemental. Ability to act on fact. Effective verbal and written

<ul style="list-style-type: none"> • At all times comply with Company policies and procedures. • To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at work. • To be committed to the fair treatment of customers at all time. • To comply with FCA regulations, where applicable • Demonstrate behaviours in line with our Company values 			<p>communication.</p> <ul style="list-style-type: none"> • Ability to adapt to an ever-changing situation. • Reliable and punctual. • Reacts positively to change. • Ability to work under pressure.
Dimensions: Reports to QA & Compliance. Working closely with other members of the QA Team.			

