

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.
<p>Dimensions: Reports to QA & Compliance. Working closely with other members of the QA Team.</p>			

