**Job Description – Quality Assurance Executive**

**Hours:** Full Time 37.5 hours

**Permanent/fixed term**: 12 Months (Fixed Term Maternity Cover)

**Location:** Gloucester / Cheltenham

**Reporting to:** Quality Manager – Retail Products

**Key Objectives:**

* To support business and team strategy and objectives, promoting a strong culture of Quality Assurance and Ethical Trading Excellence
* To act as point of contact for customers on Quality and Ethical issues
* To manage problem resolution
* To manage risks during product concept, development and production
* To develop suppliers and manage supplier audit status
* To manage Quality Team records and KPI’s

**Key Tasks**

* To take appropriate responsibility for your own safety and that of others in the workplace
* To be an active team player supporting and building strong relationships with both Quality and wider SLG teams, suppliers and customers
* To share management of customer concerns and non-conforming products with other team members, ensuring the issue management system is up-to-date and that appropriate actions are taken to contain problem, investigate and resolve issues, communicate with supplier and implement corrective and preventative actions
* To support the Quality Team in supplier visits, world wide
* To develop auditing skills around Quality and Ethical Management Systems, for both internal and supplier development use
* To manage the supplier database for suppliers:
  + Ensuring all relevant audits, declarations and questionnaires (Quality / Ethical) are up to date and corrective action plans closed out
  + To maintain supplier approvals for customers and brands
* To establish and maintain an up to date register of customer handbooks, and to ensure all updates are sent to appropriate managers for review and acceptance
* To complete and present customer questionnaires with fully up to date information and liaise with customers on supplier audit status
* To support the business with training on Quality background, processes and systems
* To maintain team records including:
  + Master samples
  + Retains records
  + Inspection reports
  + Certificates of Analysis and Conformance
  + To control and store supplier Certificates of Compliance/Analysis ready for product release
  + Standard quality forms
* To lead and take part in continuous improvements on products, processes and materials, to support customer service, quality and cost reductions

**Qualifications & Experience Requirements:**

* Educated to minimum “A” level standard or equivalent
* Quality background, or similar, ideally within beauty or fast moving consumer products
* Excellent numeracy & literacy skills
* Fully conversant with Microsoft Office including Excel, Outlook and Word
* Root Cause Analysis and Problem-solving competence
* Business Management System auditing
* Ethical Management System auditing desirable

**Key Competency Requirements:**

* Builds strong and open relationships with colleagues, customers and suppliers
* Excellent organisational and communication skills
* Capable of working on own initiative and proactively as part of a team
* High level of attention to detail
* Flexible approach
* Capable of remaining calm and thriving in pressurised environment
* Hard working and productive
* Ability to travel at short notice both internally and internationally
* Hold a full European driving license
* Hold and internationally accepted passport.
* Able to cover out of hours working during busy times and emergencies, both local and distant