



Job Description

Job Title:	Quality Administrator	Department:	Quality Department
Grade:	Administrator	Reports To:	Quality Manager

Purpose:

To deal with client complaints and non-conformances and carry out activities to improve FSL's compliance with internal and external quality standards and legal requirements.

- Reporting to the Quality Manager this role is responsible for the management of relationships with clients.
- Working alongside a team of 3 quality administrators.
- Office based In Uxbridge, West London.

Key Areas of Responsibility (K.A.R.'s)

- Recording all Client NC's within 6 working hours.
- Recording all Supplier NC's within 6 working hours.
- Updating the departments secondary measures

Functional Responsibilities:

Non- conformance handling.

- To investigate and resolve complaints relating to non-conforming product & services.
- To investigate and resolve non-conformances (NC's) raised by the Inspection Department
- To liaise with customers and with suppliers about NC's to rectify paperwork discrepancies / omissions

Quality compliance

- To conduct internal quality audits in line with the schedule plan.
- To update and maintain the Q-Pulse Corrective Action register to allow the identification of training needs and Preventative Action.
- To update and maintain the Q-Pulse Approved Supplier Register and Supplier On Trial Register through carrying out supplier audits on a remote basis.
- To update and maintain the Q-Pulse Equipment Register and to order warehouse supplies, new equipment, gauges and miscellaneous items as required.
- To support preparation for the BS/ISO annual audit.
- To liaise with purchasing and sales/sales support (e.g. if product is not in line with specification) and recommend where it may be advisable to source another supplier.
- To update quality procedures in line with business or process changes.
- To audit Q-rack monthly & to conduct a shelf life check.
- To conduct Contract review daily.

System administration

- To carry out general administrative duties in support of the Quality function (e.g. scan customer drawings, supplier certificates and standards into Zylab and maintain the Standards list).
- To undertake any other duties as may be reasonably required.

Person Skills and experience

- Ability to communicate effectively with colleagues, participants and external stakeholders.
- Computer literacy & proficient in Microsoft Office, particularly Outlook, Word and Excel
- Excellent attention to detail and organisational/planning skills.
- Experience of working with Quality management systems (QMS) such as ISO 9001/AS9102.



Job Specification

A = Application/CV

I = Interview

P = Post employment Appraisal.

Experience					
ESSENTIAL	How Tested	DESIRABLE	How Tested		
Experience of working within a Quality management system (QMS) such as ISO 9001/AS9102.	A	Aerospace/ Manufacturing background	A		
Technical drawings	P	Experience in Auditing QMS systems.	P		
Qualifications/Training					
ESSENTIAL	How Tested	DESIRABLE	How Tested		
Must have no visual impairment that would prevent effective visual inspection.	A	Educated to GCSE level or equivalent. Essential maths, English & Science.	A		
Lean Awareness	P				
FOD Awareness	P				
Skills					
ESSENTIAL	How Tested	DESIRABLE	How Tested		
Interpersonal & Relationship skills	I	Adaptability & flexibility	I		
Problem solving (methodical & logical)	P	Excellent attention to detail and organisational/planning skills.	A		
Ability to work effectively as part of a team	I				
Ability to communicate effectively with colleagues, participants and external stakeholders.	A				
Computer Literacy & proficient in Microsoft Office, particularly Outlook, Word and Excel	A				
Ability to self-manage, prioritise and work under pressure to tight deadlines.	A				
Date Of Description:	09/09/2019	Written By:	Carly Prickett	Last Reviewed (date & name):	JLB 06/05/2021