

JOB DESCRIPTION: Quality Assurance Worker

Role: Quality Assurance (QA) Worker

Reporting to: QA/Goods-In Team

Allocated Hours: 40 hours per week / part-time considered

Location: Essential warehouse, Fishponds. Occasional visits to Harvest shops in Bristol and Bath may be necessary

Job Purpose: Ensure Essential Trading Co-operative complies with current food quality & safety legislation, completes required audits, liaises with external bodies, deals with customer enquiries, maintains and updates records

Main Accountabilities:

- Maintain various paper trails, such as organic certification, warranty statements, pest control logs, product recalls, and up to date product specifications
- Analyse quality control (QC) reports and certificates of conformity
- Support the Quality Control team within the manufacturing sector, in assessing the quality of incoming products and in ensuring that workers have adequate Food Safety & Hygiene training
- Respond to customer requests and complaints, liaise with Customer Care to arrange returns/credits
- Complete Supplier Audit Questionnaires with up to date risk assessment on allergens and contaminants
- Escort representatives of external bodies or customers auditing and inspecting premises
- Ensure damaged, faulty, out of date, or infested stock is dealt with appropriately
- Liaise with other teams about QA matters, ensuring that safe, hygienic conditions are maintained in warehouse and production areas
- Work and liaise with external contractors (waste and pest management, environmental services, temperature control, micro-biological examination, legal and accreditation bodies, etc.) as required.
- Attend to environmental, hygiene, or pest issues as they arise.
- Prepare, review, and present documentation, data, and other pertinent information for audits as required
- Liaise with and advise buyers in any matters relating to their products
- Provide cover for team colleagues during leave and sickness
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Measures for the role:

- Successfully passing audits and implementing recommendations
- Timely response to customer enquiries and complaints

General requirements of Co-op workers

- Actively participate in running the team and the Co-operative as a whole

- Show initiative and work independently without supervision
- Be willing to take on responsibilities beyond basic job description
- Take ownership of tasks
- Communicate effectively, staying informed of Co-op affairs, sharing and exchanging information with others
- Attend work placements in various sectors/department within the coop

Other relevant information:

- After probationary period there is the possibility of Co-op membership, which entails further opportunities and responsibilities (see Co-operative Member Job Description)
- Work will involve some heavy lifting & work within the warehouse using light machinery such as pallet truck and pallet wrapper

PERSON SPECIFICATION: Quality Assurance Worker

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Working independently • Meeting deadlines 	<ul style="list-style-type: none"> • Working within a food business
Knowledge		<ul style="list-style-type: none"> • Knowledge of Essential product range • Knowledge of warehouse systems • Quality system management
Skills	<ul style="list-style-type: none"> • PC literate • Good written and verbal communication skills • Team work • Planning and organising 	<ul style="list-style-type: none"> • Use of Sage software
Competencies/behaviours	<ul style="list-style-type: none"> • Customer focus • Critical thinking • Open minded • Pro-active • Self motivation 	<ul style="list-style-type: none"> • Strategic thinking • Commercial awareness
Other		<ul style="list-style-type: none"> • Knowledge and/or experience of co-operatives