

Senior Quality Coordinator

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Company: SGS

Location: Oldbury

Category: life-physical-and-social-science

Job Description

Job Title: Senior Quality Coordinator

Job Type: Permanent

Hours: hours per week

Job Location: Oldbury, office-based

Salary: £25,837- £26,887 per annum

Main purpose of the role

As a Senior Quality Coordinator, you will be responsible for supporting and assisting the Technical and accreditation Manager in the daily liaison with UKAS and MHRA where requested, including point of contact between UKAS, MHRA, and SGS.

You will also support the production of reports and analysis as required for Witnessed Audit Selection and the collation and monitoring of the audit findings and closures for UKAS where required.

Key Accountabilities

To maintain the UK local procedures site to include updates, changes, and rollout of relevant local procedures relating to Management Systems standards and Product Certification standards

To provide cover during absences as the primary point of contact for UKAS and the coordination of accreditation activities; including reports, witness audit and selectionmanagement

Administration of global and local procedure releases into the UK

Provide regular, accurate, and timely reports as required to assist the technical team and senior management

Provide support for the coordination of audits to include maintenance of relevant databases

Provide support for the coordination of all complaints and appeals, acknowledgments, and tracking

Monitoring of KPIs and the escalation of any falling outside the KPI to relevant managers

Provide support for the coordination of all internal MCIs to include tracking and monitoring of KPIs and the escalation of any falling outside the KPI to relevant managers

Qualifications

GSCE grade A-C, including Math and English, or equivalent work experience

Experience

Good Microsoft Office experience (specifically Excel, PowerPoint, and Word)

Able to demonstrate experience in Customer service

Office/administration background with a high level of data processing skills

Skills & Knowledge

Experience working across departments, with excellent communication skills

Experience working in an environment where attention to detail and accuracy is critical in addition to meeting tight deadlines

Ability to maintain high levels of customer service working with affiliates and ensure that communication is clear and accurate

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