

<b>Job Title:</b>	Quality Technician (Calibration bias)
<b>Department/Location:</b>	Quality / Head Office (Manchester, UK)
<b>Reporting To:</b>	Quality Manager
<b>Purpose of Role:</b> (Why does the role exist? A short sentence that captures this.)	<p>Maintaining, &amp; continuously improving the calibration system, processes &amp; procedures to meet industry regulations &amp; best practices.</p> <p>Maintaining the company measuring equipment in good working order &amp; calibrated to relevant industry standards.</p> <p>Providing technical &amp; quality engineering support to Manufacturing &amp; R&amp;D, enabling the business to achieve &amp; sustain high levels of quality, compliance, &amp; customer satisfaction throughout the organization.</p>
<b>Role Summary:</b> What is the scope of the role? (A few bullet points that provide an overview of role, and how it links into/supports departmental/business strategy.)	<p>Calibrate &amp; maintain equipment in accordance with relevant approved procedures, work instructions &amp; test methods.</p> <p>Liaise with the calibration test houses to ensure the availability of calibrated &amp; maintained equipment to the business.</p>
<b>Key Accountabilities and Responsibilities:</b>	<p><u>Calibration system:</u> Create &amp; maintain calibration procedures, work instructions &amp; test methods to establish a clear framework for calibration practices.</p> <p>Calibrate &amp; maintain equipment in accordance with relevant approved procedures, work instructions &amp; test methods.</p> <p>Liaise with the calibration test houses to ensure the availability of calibrated &amp; maintained equipment to the business</p> <p><u>Compliance &amp; Auditing:</u> Conduct reviews of the calibration procedures, work instructions &amp; test methods to assess the effectiveness of the calibration system.</p> <p>Identify risks &amp; areas for improvement within the calibration processes &amp; work with stakeholders to implement corrective actions &amp; preventive measures.</p> <p><u>Training &amp; Education:</u> Develop &amp; deliver training programs to educate employees on the correct use measuring equipment, &amp; their role/responsibility in maintaining these.</p> <p><u>Customer Focus &amp; Feedback:</u> Utilize internal &amp; external customer feedback as valuable insights for process improvements &amp; product/service enhancements.</p> <p><u>Cross-functional Collaboration:</u> Foster a culture of awareness about the purpose of calibrated measuring equipment across the organization by working closely with stakeholders.</p> <p>Facilitate &amp; support Managers in resolving problems relating to the availability &amp; functionality of the measuring equipment required for their processes.</p>

Always comply with company HS&E procedures & legislation.

Any additional duties deemed appropriate, which are within the job holder's capabilities. E.g., Assy & M/C shop product & process audits, internal audits, supplier visits, & customer/warranty complaint support.

## Role Objectives & Measures

<b>Key Deliverables:</b> Objectives which are SMART: Specific Measurable Achievable/Agreed Realistic Time-bound	<ul style="list-style-type: none"><li>• Adherence to the equipment calibration schedule</li><li>• Identification of opportunities to improve the calibration system e.g., process, procedures, work instructions &amp; test methods</li><li>• Identification of opportunities to reduce calibration costs</li></ul>
<b>Performance Indicators:</b> (Measures by which the individuals' performance will be monitored and assessed)	<ul style="list-style-type: none"><li>• Quality of output</li><li>• Attention to detail</li><li>• Level of initiative shown</li><li>• Level of self-motivation &amp; self-management</li><li>• Effective delivery of tasks/actions to due dates</li><li>• Effective collaboration with various stakeholders</li></ul>
<b>Measures of Success:</b> (Indicators that show impact on department and organisation)	<ul style="list-style-type: none"><li>• Adherence to the equipment calibration schedule</li><li>• Opportunities to improve the calibration system e.g., process, procedures, work instructions &amp; test methods realized</li><li>• Calibration cost savings realized</li></ul>

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• GCSE Level D-G, NVQ level 1 qualification</li> <li>• Awareness of ISO 9001 &amp; 45001 &amp; 14001 standards &amp; their requirements</li> <li>• IT literate &amp; competency with Microsoft Office applications (Word, Excel &amp; PowerPoint)</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE Level A-C, BTEC first certificate or equivalent, NVQ level 2 qualification</li> <li>• Understanding of ISO 9001 &amp; 45001 &amp; 14001 standards &amp; their requirements</li> <li>• ISO 9001 &amp; 45001 &amp; 14001 auditing experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 1 - 2 years' experience of working in a quality or production role in a manufacturing environment</li> <li>• Understanding of engineering drawings</li> <li>• Use of measuring &amp; test equipment e.g., use of handheld tools, in-process measuring equipment &amp; end of line test equipment</li> </ul>	<ul style="list-style-type: none"> <li>• 1 - 2 years' experience of working in a quality or production role in an electronics manufacturing environment.</li> <li>• 1-2 years' experience of calibrating measuring equipment</li> </ul>
<b>Skills &amp; Competencies</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Good written, verbal &amp; presentation skills</li> <li>• Good organisational &amp; prioritising skills</li> <li>• Competent in problem-solving, team building, planning &amp; decision making</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to write calibration procedures, work instructions &amp; test methods</li> <li>• Ability to work with, instruct &amp; guide people at all levels on the topic of calibration</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Team player with a passion for the role</li> <li>• Proactively contribute to creating a good team atmosphere</li> <li>• Is resilient, optimistic, &amp; open to change</li> <li>• A collaborative approach toward others</li> <li>• An initiative-taker, motivated &amp; able to promote high standards &amp; positively motivate others through personal example</li> <li>• Undertake continuous training &amp; development</li> </ul>	