

Job Description

Job Title	Quality Administrator
Job Holder	
Reports To	QA Senior Associate (Document Control)
Location	Billingham
Date	November 2016
Grade	28

Job Purpose

To provide administration support to FDBK, to help managers and staff deliver business success in line with best practice.

To provide a full scanning and photocopying service as part of the Quality Systems Team.

Dimensions

No of staff reporting to individual	Nil
Site Numbers	500

Principal Accountabilities

To provide a full scanning and photocopying service as part of the Quality Systems Team.

To provide an efficient administration service to the Quality Department. This may include such tasks as scanning, reconciliation, filing, archiving and retrieval, ordering stationery.

To ensure all administration databases and tracking tools are up to date and correct.

Ensure all electronic filing and manual filing systems are kept up to date.

Any other duties commensurate with this role.

Competencies

Competency	Demonstrated Behaviours
Ability to Learn	<ul style="list-style-type: none"> • Quickly understands what new tasks/jobs required • Easily learns unique job related vocabulary • Quickly understands and uses processes, technologies and ideas that are continually being updated • Easily learns new information regarding changing products, operations etc • Understands and learns to work with new business, office and information technologies • Learns highly complex information regarding a product or operation • Is open and understands new ideas
Thoroughness	<ul style="list-style-type: none"> • Follows up incomplete or inadequate answers to pin down the facts • Acts to reconcile inconsistent forms of data • Takes action to tie up loose ends • Checks to ensure data is accurate and sustainable • Makes sure all necessary tasks have been completed • Checks work for errors and omissions • Carefully prepares and checks details for key events, presentations etc • Masters all details relevant to make a case • Takes care of both small and large aspects of a task • Keeps track of many details without forgetting items
Conceptual Thinking	<ul style="list-style-type: none"> • Understands how own tasks relate to the wider framework • Makes connections between facts and events that are not readily obvious • Develops models and sees the 'big picture' • Compares present data and events with previously defined frameworks • Fits information to mental models and frameworks • Relates different pieces of information and recognises trends

Special Features

Scanning and Photocopying experience.

IT literate, Microsoft packages.

Ability to work independently.

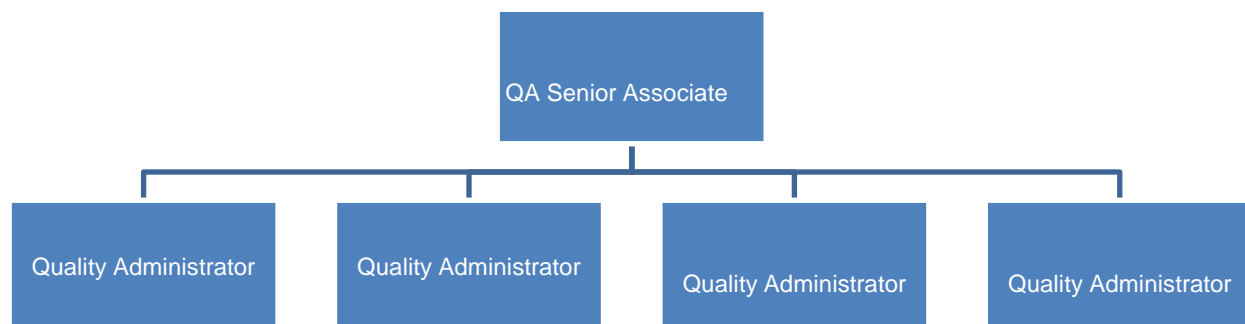
Excellent customer service.

Excellent timekeeper.

Excellent attention to detail.

Excellent verbal and written communication skills.

Organisation Chart



Signatures

Job Holder: Date:

Manager: Date: