



Job Title (Vidrala Group)	Quality Support Technician
Job Title	Quality Support Technician
Organisational Unit	Encirc
Business Unit	Derrylin Glass
Reporting to (Hierarchical)	Operational Quality Manager / Quality Assurance & Lab Manager
Reporting to (Functional)	Operational Quality Manager / Quality Assurance & Lab Manager

Main Purpose of Role

The purpose of the job is to provide all manner of quality support as required by the needs of the quality team to ensure we supply our customers with containers which continually exceed performance and quality expectations.

Key Accountabilities

- Provide cover and assist Operational Quality Manager & Quality Assurance & Lab Manager as required.
- Carry out audits / testing on stock as required, depending on customer complaints or on-line issues.
- To view bottles, inspection equipment, samples and trends to be aware of the line situation
- Assist with customer complaint investigations and responses as required
- Attend job change / job on / job off / production meetings to report on quality performance when required.
- Assist with the preparation of trial reports including carrying out testing as required.
- Issuing gauges and samples to current production (& IM machines)
- Provide cover and assist the lab when required.
- Provide cover and assist the quality job change supervisor as and when required.
- Assist with set up and monitoring of job changes & colour changes.
- Carry out audits on inspection equipment.
- Carry out repeatability studies on samples on IBIC & IM machines.
- Provide cover for quality administration analyst where required.

Knowledge, Skills and Experience

Business Knowledge

- A minimum of 3-years production or quality experience in glass manufacture.
- A detailed knowledge of bottle specifications and requirements.
- A sound understanding of the manufacturing process.

Essential Functional / Technical Skills

- Glass Quality manufacturing knowledge & understanding of the site processes.
- Knowledge of FENIX, SIP, RFID, and a working knowledge of Microsoft Office.
- Ability to develop and maintain good working practices at all levels.
- Sound understanding of job change / colour change requirements.
- Strong knowledge of lab processes & manual gauge set up / calibration
- Detailed knowledge of bottle specifications and manufacturing processes.
- Ability to carry out laboratory testing

"This is a brief outline of the role and is by no means exhaustive. The post holder will be expected to undertake duties as appropriate to the position. Significant changes to the role and its responsibilities would be subject to appropriate consultation with the post holder".



Personal Attributes / Competencies

- Alignment with our company values:
 - Commitment to Customers
 - People Commitment & Development
 - Sustainability
 - Collaboration
 - High Performance
 - Innovation & Continuous Improvement
- Alignment with our company purpose:
 - Great People
 - Great Place
 - Great Future

Impact

Individual Contribution / KPIs

- No managerial responsibility, although will provide cover for Quality Managers, job change specialist, lab technicians, and quality administration analyst on occasion.
- No budget responsibility.



Key Contacts

- Quality Manager
- Operational Quality Manager
- Quality Assurance & Lab Manager
- Quality Job Change Specialist
- Shift Managers
- Line Supervisors
- Lab staff & Quality team members

Decision Making





(Outline the most important recommendations expected to be made for others to decide on)

- To ensure that the quality of ware packed is to specification and meets requirements by providing support where necessary as dictated by the needs of the Quality department.

Value	Leads Self
Commitment to Customers 	<ul style="list-style-type: none"> ➤ I am open and honest, I strive to exceed expectations while remaining realistic. ➤ My stakeholders can trust me to be honest and supportive. ➤ I seek and act on feedback.
People Commitment and Development 	<ul style="list-style-type: none"> ➤ Through reflection I am clear about my own development needs, I seek feedback and support. ➤ I treat all people with respect and dignity. I value equity, diversity and inclusion. I respectfully call out any unsafe or disrespectful behaviours, every time.

"This is a brief outline of the role and is by no means exhaustive. The post holder will be expected to undertake duties as appropriate to the position. Significant changes to the role and its responsibilities would be subject to appropriate consultation with the post holder".



Sustainability 	<ul style="list-style-type: none"> ➤ I understand my part in our sustainability strategy, I ensure that my own personal impact on the environment and others is a positive one. ➤ I engage with new initiatives, and I champion our sustainability goals. ➤ I am accountable for the safety, health and wellbeing of myself and others, I share ideas for people-focused improvements.
High performance 	<ul style="list-style-type: none"> ➤ I understand my part in our company purpose, mission and values. ➤ I reflect on my performance and plan ahead, in order to safely achieve my objectives or targets. ➤ I approach challenges positively; I respond to changing priorities and maintain high standards.
Collaboration 	<ul style="list-style-type: none"> ➤ I am open, honest and respectful with all stakeholders, I build strong relationships based on trust. ➤ I use my strengths to support others, I ask for help and welcome input. I am accountable to my team for delivering against agreed standards.
Innovation and continuous improvement 	<ul style="list-style-type: none"> ➤ I am curious and contribute ideas for improvements when I have them, no matter how small. ➤ I remove barriers to progress, I start with why. ➤ I embrace change, I work with others to make necessary changes possible.