



Job Description

極度乾燥(しなさい)
Superdry®Careers

Junior Quality Assurance Technologist – Cheltenham

Superdry is a genuine British success story that has grown to an annual turnover of £872m, with our brand already worth £1.6bn in total global consumer sales. We are a multichannel operator with well-developed and highly successful retail, ecommerce, wholesale and franchise businesses and customers in virtually every country in the world. We are well on our way to achieving our goal of becoming a global digital brand.

The role

As a Junior Quality Assurance Technologist you will join a dedicated team with a primary focus on the quality of Superdry product. In the Superdry Quality and Technical department the motto is “We make it feel amazing” and so amazing product will always be uppermost in your mind. You will ensure that our suppliers deliver the market beating quality of product that our customers have come to expect from Superdry. You will work with designers, technicians, regional offices and third party service providers to ensure that Superdry is the very best it can be.

You will

- Support the Lead Quality Assurance Technologist, working as part of a team, and learning to balance a passion for quality with strong commercial acumen
- Help to maintain a collaborative, flexible attitude and agile approach within the Quality Assurance Team
- Support the development of Regional Office Quality Teams with training and weekly conference calls
- Mentor the Quality Admin, developing their knowledge and helping realise their potential
- Collaborate with the Quality Assurance Manager & Lead Quality Assurance Technologist in the production of a Superdry Quality Management System, contributing and organising content
- Conduct analysis of returns data, reporting findings to stakeholders throughout the business and delivering recommended actions in conjunction with the wider Quality Assurance Team
- Support the E commerce team by delivering accurate sizing and fit information at style level to better advise and support the customer journey
- Take part in product reviews at NEWLIFE and the DC, reporting back to stakeholders, and following the agreed escalation process where necessary
- Report to the business on all post shipment quality, performance or fit issues, creating a clear, user-friendly template
- Make informed decisions on any AQL failures with support from senior team members as needed, gaining experience and increasing commercial awareness across all product categories, and seeking advice as needed
- Review and organize data from AQL inspections, helping to analyse defect categories and suggest targeted corrective actions to improve supplier performance
- Seek to understand quality from a customer's perspective to aid commercial judgement
- Gain a broad understanding of product construction, fabric standards and performance, print & embellishment techniques, washes, stitch types, production processes and minimum make standards across all core and specialist areas
- Actively develop knowledge of Superdry colour standards, core fabric qualities and blocks, to support my understanding of the end-to-end development process
- Keep PLM updated daily from a Quality and AQL perspective, maintaining processes and information
- Ensure that monthly AQL debiting is raised and logged on the tracker using third 3rd party reporting and PLM data
- Support the improvement of the Quality & Technical Audit format, using same the data to map out



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existing and future manufacturing options globally

- Act as the first point of contact for Customer Service enquiries, providing product knowledge and testing options as necessary, and delivering training to the CS Team on their top 3 quality issues on an on-going basis
- Provide 3rd party re-processing options to the business for any shipped goods requiring improvement, liaising with reproprocessors to ensure swift resolutions
- Provide written, video and photographic content to support quality assurance training requirements throughout the business and Suppliers.
- Gather and collate regular data on Supplier performance and produce Quarterly Supplier Scorecards
- Work with Suppliers to educate them in Superdry standards, setting them up to succeed in delivering quality on time, every time.

You are

- Resilient when times are difficult and pressure is at its most demanding
- Able to put the Superdry customer at the forefront of your approach to quality management
- Supportive of the departmental strategy, delivering strategic objectives on a daily basis
- Able to work at pace, leading by example and embracing change in a busy environment
- The gate-keeper of, and ambassador for, Superdry standards
- Learning to make confident, commercial and well-founded decisions quickly and effectively
- Actively responsible for your performance and development and have a collaborative approach, offering ideas, sharing knowledge and encouraging others
- Great at building strong relationships, communicating and engaging with colleagues and Suppliers at all levels
- Supportive towards the team performance by being a positive influence
- Able to follow the AQL decision-making process consistently and accurately
- Able to use the PLM system effectively and proficiently
- Knowledgeable in, and a proficient user of, Excel, Word, Powerpoint and Illustrator software
- A good collaborator throughout the business, supporting and gaining support to deliver market-leading quality for the Superdry customer

Working for Superdry has never been so rewarding...

- Everyone receives a generous salary, pension contributions, life assurance
- 25 days holiday plus an extra day to celebrate your birthday
- Unrivalled range of Learning & Development programmes
- Eligibility to join our Share Save initiatives
- Amazing staff discount, 50% online and in store, plus an on-site staff shop and subsidised cafe
- A range of team and company-wide social events
- Discounted gym membership, cycle to work scheme, wellbeing services and much, much more