

GET READY FOR EVERYTHING.

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ASSISTANT TECHNOLOGIST (QUALITY ASSURANCE) - CHELTENHAM

WHO WE ARE

Superdry is a British, founder-led brand with a truly global presence. We've been proudly creating world-class product for almost two decades, offering genuine choice to our customers with our curated style collections.

Our mission is to be the No. 1 sustainable style destination, delivering product that is authentic with unmatched quality and true integrity, much like our people.

We are on an ambitious, style-obsessed journey and need talented people to join us on the adventure. Are you ready for everything?

THE ROLE

As the Assistant Quality Assurance Technologist, you will join the dedicated Quality Assurance Team supporting Superdry's quality processes to deliver premium quality products on time and in line with Superdry design aesthetic and fit consistency.

The QA Team are pivotal in ensuring Superdry Customers receive best in class premium quality. We do this by working closely with our global AQL Inspection Teams and Regional Offices, closely monitoring our Suppliers' quality performance.

YOU WILL

- Assist the Quality Assurance Team, helping them to deliver the departmental strategy on Quality Management, AQL Training and Customer Satisfaction
- Support with daily AQL inspection decisions with assistance from your Line Manager as needed, gaining experience, and increasing commercial awareness of all product categories.
- Update AQL decisions on our Product Lifecycle Management system (PLM) accordingly, in line with the departmental SLA
- Provide feedback to our Regional Offices on AQL inspection failures to assist our Suppliers in consistently delivering 'right-first time' quality.
- Collate Supplier quality performance data, produce and issue reports to our Regional Offices monthly.
- Collate AQL debit data, issuing a summary to the Central Purchasing Team monthly.
- Conduct analysis of returns data, reporting findings to stakeholders in the business and delivering recommended actions in conjunction with the Quality Assurance Team

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- Be the first point of contact for Quality complaints, assisting with quality investigations to provide prompt resolutions to quality issues.
- Provide 3rd party re-processing options to the business for any shipped goods requiring improvement, liaising with the business stakeholders and re-processors to ensure swift resolutions.
- Take part in product reviews at the Distribution Centre as required, reporting back to stakeholders following the agreed escalation process.
- Support delivery of business-critical activity with some limited out-of-hours/weekend working when necessary. (Time off in lieu will apply.)
- Gather and collate data to produce Supplier Scorecards
- Provide written, photographic, and video content to support the delivery of Departmental projects and training.
- Manage sample requests, collecting and returning samples quickly.
- Support on the efficient receipt, unpacking, booking in and organising of SMS.

YOU ARE

- University educated with a related degree or have experience in a similar role.
- Competent working on PLM and Microsoft 365 applications (including Teams, Excel, Word, Power Point). Knowledge of Power BI is an advantage.
- Comfortable working at pace, embracing change in a busy environment, coping effectively with a high demand in terms of output.
- Able to communicate and present effectively.
- Diligent and with excellent attention to detail
- Enthusiastic and determined, able to work well in a team with a positive attitude.
- Confident to ask for support with making commercial, well-founded decisions.
- Has an analytical approach and enjoys data investigation.

WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays, we also offer a holiday buying scheme
- An additional day off to celebrate your Birthday
- Family is massively important to us, so we have a broad range of family-friendly working policies in place, including enhanced maternity, paternity, and adoption leave
- Company Pension scheme
- All employees are covered by our Life Assurance policy whilst working at Superdry. We feel it's important to offer protection for your family and loved ones in such a situation and to support this we offer life assurance cover which pays a lump sum equivalent either twice or four times your annual salary
- A big staff discount – naturally. Because we know that you love to wear Superdry, you'll benefit from a 50% discount in store and online
- Our Head Office is home to our very own store for staff only where you can treat yourself to heavily discounted sample stock
- A health cash plan is open to all employees.
- Flexible working and core working hours between 10am – 4pm to help you achieve that all-important work-life balance

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- Access to onsite parking and as part of our sustainable development goals, we have a selection of electrical car parking points freely available to staff.
- A range of learning and development materials to help you in your career and grow with us
- We like to give back, so we allow our employees time off for volunteering work
- A global employee assistance plan in place that you can access anytime you want - it's free and confidential
- You'll also have access to a Cycle To Work Scheme and an excellent Car contract hire/purchase scheme
- A range of local discounts with businesses across Gloucestershire

At Superdry, everyone has a voice and we want to hear it. We create environments where individuality can flourish and is celebrated as part of who we are as a brand. We're incredibly proud that over 90% of our people feel strongly that they can be themselves at work.

We want to meet people with varied backgrounds because we understand that diversity of thought encourages new ideas to thrive, fuelling creativity and enabling us to do better work. We want to build a team which represents a variety of backgrounds, styles, perspectives, and skills; we hire people based on their merit and potential.

We also welcome conversations about flexible working for all roles at Superdry and will always accommodate it where possible.

Please also have a look at our [career website](#). Here you can find information about the Growing Futures Programme, a scheme that supports applicants from ethnic minority backgrounds to apply for roles at our HO in Cheltenham.