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## **Quality Coordinator**

### **The Role:**

The Quality Coordinator is responsible for ensuring a high level of service and product is supplied to all customers, to ensure the customer experience is of the highest standard.

To support the business with reporting, process, document control and continuous improvement.

The role is responsible for the coordination of Fabrication jobs reference orders received, quality paperwork completed by the work and charges raised in the system.

### **Key Responsibilities:**

#### **Systems and Commercial**

Assist the Quality Team Leader with development of Syrx to ensure we fully utilise all modules available, including stock, assets, procurement, CRM and finance.

Investigate issues within the system and process to provide continuous improvement to all areas.

Have an understanding of the procurement process within Red Sky.

Process tunnelling hires and charges following requisitions received, and maintain an understanding of the forecast.

Coordinate the monthly signs materials stock check.

#### **Fabrications**

Assist with managing the Fabrications mailbox of incoming enquiries and orders, creating new jobs within Red Sky.

Coordinate the job card from the point of completion to raising the customer invoice. Tasks to include checking orders booked in, transport charges, labour allocation and costed stock.

Review job costings with management and provide costs for the charging sheet authorised by the accounts team.

Close out all completed cost heads in Redsky.

#### **Complaints and Feedback**

Monitor and log all complaints and feedback received. Ensure complaints are closed out within the agreed SLA.

Monitor and log the Am I Driving Safely feedback/complaints received in the shared mailbox.

#### **Reporting and KPIs**

Develop understanding of reporting for the business.

Provide back up to daily reports sent to the team, including sales orders processed, overdue purchase orders, unconfirmed off hires, quotations requiring follow up, open service jobs etc Identify areas for improvement and additional reporting requirements.

Assist with the coordination of annual customer survey for internal and external customers.

#### **Facilities & People**

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Manage the waste file and facilities pack utilising the HSEQ calendar to coordinate upcoming tasks. Implement continuous improvements to the folder system to create efficiencies including transition to Sharepoint.  
Ensure starter and leavers are processed within various documentation; organogram, holiday rules, system access, staff register etc.  
Collate information received following Three Pillar forums.

### **Quality Team Back Up**

Process accurate and efficient additions of categories, fleet, customers, suppliers and stock items in Syrinx in a timely manner.  
Provide monthly reports to team leaders and management for all upcoming training requirements and reminders of upcoming courses scheduled.  
Liaise with the Operations Manager to obtain sponsorship agreements for courses where required.

### **Key measures & targets:**

Accuracy of system data entry  
Accuracy of purchase orders processed  
Efficiency of goods receive notes scanned into the system  
Up to date facilities records

### **Key relationships:**

All areas of BCS – Full system support to the team

### **Person Specification:**

The successful candidate is likely to meet all of the following criteria:

#### **Essential**

Good administrative and organisational skills. Computer literate essential  
Excellent attention to detail. Able to complete tasks and meet deadlines  
Good understanding of Microsoft Office

#### **Desirable**

Knowledge of Syrinx or system equivalent  
Knowledge of excel formulas including V Look ups etc

### **Benefits:**

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

### **About BCS Group:**

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BCS Group, a subsidiary of Barhale Holdings Plc, is a privately-owned company. We are a leading supplier of safety and construction products and services that has depots in both the Midlands and Scotland. We pride ourselves on providing a first-class service to all our customers, ensuring the right product or solution is delivered to the right location on time. With over 5,000 items within our core range, BCS Group can fulfil any order and ensure it is delivered direct via our own dedicated transport fleet or those of our partners.

**Manufacturing:** Our capabilities include standard and bespoke signage, labels, temporary and permanent road traffic signs and bespoke steel fabrication/installation which includes foot bridges, walkways, flooring, guardrails, ladders and tunnelling products.

**Extensive Stock Range:** Distributor of leading industry brands in PPE & clothing, traffic management, safety & lifting and site equipment products. These include Bollé, Pulsar, Globus, Rock Fall, Progarm, Portwest, Melba Swintex, Oxford Plastics, JSP, Nissen, Carters, Orafol, Crowcon, Radiodetection, Dräger, Ridgegear, and Plant Nappy.

**Safety Equipment Servicing:** Specialist safety & lifting repair, calibration and inspection since 1999. We have our own purpose-built maintenance and calibration facility for gas detection, cable avoidance, breathing apparatus and lifting equipment which along with our fully equipped mobile calibration unit is where all maintenance and repairs are carried out. Our staff are trained and fully qualified in maintenance, calibration and inspection of a full range of specialist safety & lifting equipment.

**Our People:** With a direct work force philosophy, the company culture is driven by our core values, which describes how we act day-to-day. We ensure all your needs are met through our national call centre and dedicated account management.

**Triple Accreditation:** ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2011 standards, which means our customers can have complete confidence that we have an ongoing commitment to be a safe, efficient and responsible partner.

### **How to apply:**

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to [vacancies@bcsgroup.co.uk](mailto:vacancies@bcsgroup.co.uk).

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.