

# Freddie's Flowers

## Job description

**Job title:** Deputy QC Supervisor  
**Reports to:** QC Supervisor  
**Holidays:** 28 including bank holidays  
**Base:** Isleworth

### Summary of role

This role is primarily to support and cover for the QC Supervisor, both for holidays and other absences, but also to ensure full cover across the 6 days of packing and flower receipts each week. Once the planned change to shift working takes place in March/April 2019, this role will also provide cover for the QC Operative on shift.

Volumes through the Warehouse have grown by 75% in the last year. The quality of flowers and the presentation of the arrangements are key to our customers' happiness. This is an opportunity to make a real difference, contribute to our continued growth and is a stepping stone to more responsibility as the business grows.

### Responsibilities

#### Leadership

As Deputy, leading the QC team in the absence of the Supervisor.  
Challenge and support and monitor to ensure that the warehouse meets the needs of the business and exceeds customer expectations.  
Communicate and work with other members of the leadership team to ensure that everyone understands what role they play (in terms of QC) and how they are doing.  
Provide ongoing feedback and praise as appropriate.  
Lead by example at all times.

#### Planning

Understand and contribute to delivering the company plan for packing.  
In the absence of the QC Supervisor, support the Line Supervisor in station and staff planning and the packing specification for individual stems.

#### Reporting

Monitor and report informally on a daily basis so that any quality issues are understood and proactively managed.  
Formally track and report stock levels, waste and quality issues daily.

#### Checking and Monitoring

Liaise with Warehouse and QC staff to check that all deliveries arrive in the correct quantities against the PO/Invoice.

Oversee the organisation of the fridge to ensure that stock is segregated and clearly labelled.

Check that all products received and later packed, meet the specifications agreed with the grower and in the packing specification.

Report any problems found immediately.

Receive feedback from Customer Services on complaints and other feedback. Use this information to agree and implement corrective and preventative actions.

#### Support

Carry out adhoc tasks and projects to support the packing operation as requested.

#### Continuous Improvement

When things go wrong, take corrective action immediately, but focus most effort on preventative action (so that things don't go wrong again) take opportunities to improve planning and enhance processes.

#### Hygiene, Housekeeping and Health & Safety

Build the need for a clean, tidy and safe environment, into all processes.

#### Teamwork and Relationship Building

Work with the Quality Supervisor, Buyer, Line Supervisor, the QC team and Line Leaders and other contacts inside and outside Freddie's Flowers.

Collaborate to build relationships, enable problem solving when needed and develop services as the business grows.

Respond promptly and supportively to anyone in the company with a quality question or query, but particularly to Customer Service or Warehouse staff.

### **Experience, Skills and Personal Attributes**

#### Essential

- A Leader
- Excellent and proven problem-solving ability
- Excellent written communication
- Enjoys and can work independently
- Not afraid to challenge when something is wrong, but can do so in a supportive and collaborative way without being easily diverted.
- Naturally organised with skills to match
- Full MS office suite ability and experience
- Supportiveness and thoughtfulness
- Articulate & a good listener
- Lively, interesting with a firmly positive approach to life and its challenges
- Good sense of humour and good company
- A warm, friendly and down to earth manner
- Assertiveness, Resilience and maturity
- Confidentiality and discretion
- Reliability and a strong work ethic

#### Desirable

- Experience working with flowers or fresh produce
- Educated to A level equivalent or above