



## **Quality Manager.**

We have a new opportunity to join us and support in ensuring that quality, ethical and legal standards are met on all products and that align to our group sustainability requirements.

### **Responsibilities.**

- Quality Manager is the main contact/escalation point for Customer Complaints where Customer Services are unable to resolve.
- Support the Customer Services and/or Sales teams by providing product and technical/quality training resulting in first time query resolution, resolving complaints and warranty issues.
- Where required by Customer Services physically inspect fabric and wallpaper in response to technical complaints (re-test if needed.)
- Providing technical support to the design and customer service teams ensuring fabrics/wallpapers and paints meet the required standards.
- Create FAQ's, decision trees etc for Customer Services.
- Supports Sales teams with any specific Customer requests/requirements and takes the lead in resolving across other Supply Chain departments.
- Main contact for the Contracts team when further information or development of products is required.
- Creates supporting content on products to support internal training or external customer requests.
- Offering guidance and support to for special requests / projects as required, ensure all developments meet our standards.
- Works closely with the QC team at TDL to understand repeat quality issues and works with QC and Supplier Development Manger to remedy these with Suppliers.



- Review returns, complaints, debit data to understand where we have repeat issues and looks to remedy.
- Debits – improvement actions/closed loop -process – review with WH team.
- Make decisions on stock to rework/reject as needed and follow – up with 3rd party processes as required.
- Liaise with Purchasing any stock decisions that affect stock levels that could impact customer’s orders.
- Be able to carry out/support/train team on QC checks on all new designs for fabrics, wallpapers and readymades to release bulk production and shipments (Gold seal sign off).
- Set up and assess/train new suppliers in QC stds expected on all deliveries - labelling/packaging/fault marking, tolerances. Audit mills when needed/possible.
- Manage the master’s process and procedures as required.
- Create and Maintain a skills matrix across team to ensure we can support and cover each other as required.
- Support Supplier Development Manager in conducting Supplier Performance Reviews.
- Support Supplier Development Manager with Supplier Compliance initiatives as required, for example SEDEX, POPS, REACH legislation etc.
- Work closely with Purchasing when onboarding new service Suppliers (like FR treatments, coaters, Made to Measure etc.)
- Support Testing Manager for any testing issues that arise that require fabric development or different finishes/coating to meet needed specifications.
- Create, amend, and maintain supporting technical documentation for the Supplier manual.
- Assessment of risk on all fabrics, dependent on recommended application, support the development of products improving quality and fit for purpose, re-test if needed.
- Liaise with the Designers to ensure that designs are adapted to suit application/production methods.



- Supports the product lifecycle and sustainability goals of the business, playing a key role in ensuring our products meet all the required certification and accreditation (Sustainability, Carbon Reduction, Eco Friendly, FR treatments.)
- Be up to date with FR treatment methodologies, share with relevant departments and train relevant colleagues.
- Promote the sharing of knowledge, resulting in all having access to required information at their fingertips at all times.
- Keeping up to date with relevant legislation.
- Provide support certification/documentation for National Accounts, Contract Orders and Specials as and when requested by the relevant Sales Department.
- Support Patterning Manager as required with any technical/quality details as required.
- Supports Ongoing review and maintenance of Supplier Manual to input when required.
- Applying a continuous improvement mentality to processes and ways of working to find opportunities to be more efficient.
- Coaching and mentoring line reports.
- Escalating ongoing issues with Suppliers to Supplier Development Manager.
- Works closely with Testing Manager, Quality Manager & Supplier Development Manager.
- Undertake any ad-hoc projects as defined by the Head of Supply Chain.
- To carry out all other reasonable duties as required.
- To comply with all health and safety requirements, including behavioural, always leading by example.

#### Process Management.

- Ensure that all processes are executed in an efficient and speedy manner. This to be carried out to meet all requirements and in a method, which is cost effective, providing a comprehensive and efficient service.



- Implement the most efficient work practices, aiming for zero errors, nil waste, no double handling, through regularly reviewing current process and scenarios, highlighting any areas of concern, suggesting improvements where necessary.
- Reduce level of manual intervention by leveraging existing applications to automate routine activities.
- Constantly aiming for the highest standards of quality and efficiency through a thorough understanding of the industry, latest technical requirements and process review.
- Ensure all data is maintained and accurate in the systems utilised by the company.
- Assess performance constantly identifying and sharing success factors, identifying bottlenecks, execute root cause analysis, propose improvements.

#### **Measures of Success.**

- Using substrates fit for purpose to avoid wastage sampling
- Identifying problem substrates and resolving.
- Contributing to group sustainability initiatives from product development
- Reduction of complaints by ensuring products are tested and meet expected standards (Standard Performance Table)

#### **Connecting with others.**

Design, Patterning, Suppliers, Merchandising, Customer Service and Commercial Teams.

#### **Qualification.**

- Degree level educated or equivalent work experience.

#### **Skills & Experience.**

- Extensive Knowledge of Textiles and testing requirements



- Organisational, Problem-solving skills
- Knowledge of production methods
- Understanding of textile properties
- Exceptional communication, organisation and prioritisation skills
- Able to interpret test results and make decisions based on the results

### **Behaviours.**

- Customer Focus: always putting the customer at the heart of all decisions, and live the customer journey.
- Respect and accountability; always demonstrating respect for colleagues and customers, and taking responsibility for own actions through a 'no blame' culture.
- Communication; seeking to share knowledge and enthusiasm through maintaining an open and honest communication with all colleagues and customers. Effective in listening and critical reasoning. Excellent written and verbal communication skills.
- Innovation; proactively welcome new opportunities and share ideas. Constantly working towards improving practices and systems, identify potential areas for improvement.
- Consistent: demonstrating a high standard in all work, always working efficiently, using best practice to drive results.
- Attention to Detail; Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Organised; Organises and schedules time, activities and resources, plans time and milestones effectively, using appropriate tools.
- Analytical; ability to analyse issues and break them down into their component parts. Carries out diagnosis and develops solutions, and makes systematic and rational judgements, based on relevant information.
- Commercial Acumen; Awareness of how our business operates and an understanding of our peers. Ability to understand the commercial drivers, financial variables related to the role.



**If you wish to apply, please send your CV to [jobs@sandersondesigngroup.com](mailto:jobs@sandersondesigngroup.com)**

### **About Us.**

Sanderson Design Group is an international luxury interior furnishings company that designs, manufactures and markets wallpapers and fabrics together with a wide range of ancillary interior products.

In 2020, we brought our portfolio of brands home to Sanderson Design Group, evoking the combined longevity and prodigious creative history of our brands. Sanderson Design Group describes the ebullience of our past endeavours. It sketches the outline of our future. A collective of quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, Morris & Co., Zoffany, Harlequin, Clarke & Clarke, Scion, Anstey Wallpaper Company and Standfast & Barracks.

Our purpose is "To bring the Beautiful into People's Homes and Lives". This has defined and shaped our brands since our very earliest days. The oldest brand in our arsenal, from where we derive the namesake of our group, began life in 1860, as an importer of fine French wallpapers to London. Arthur Sanderson & Sons Ltd played a pivotal role in defining English interior decoration tastes and its early success led to displaying designs at London's finest showroom, at Berners Street. Around this time in 1924, Arthur Sanderson & Sons Ltd were awarded The Royal Warrant, becoming "purveyors of wallpaper and paint" to the court of George V.

We recognise that each one of our brands contributes a unique chapter to our story. It is why we represent the full spectrum of British interior design, catering from cutting-edge sleek modern styles, to the hearty warmth of traditional forms.

Our decision to rebrand as Sanderson Design Group in 2020 is our way of paying homage to our rich history, as well as marking our path towards a new future. As custodians of over 160 years of design experience, we are proud to Bring the Beautiful into People's Homes and Lives. We are Sanderson Design Group.