**Quality Assurance Officer – Complaints Investigation – Lytham – Permanent**

**About the Role:**

Tangerine Holdings are looking for an experienced and professional Quality Assurance Officer to join our Quality Control team based from our Head Office in Lytham, Lancashire. Reporting to the Group Quality Manager, you will be responsible for reviewing and processing of all complaints for all of the Group’s companies. As an integral member of the team and providing an important function to the business, you will need to have at least 2 years’ previous experience in a similar role ideally on a global scale and have the ability to multi-task and priorities as appropriate. If this sounds like you, don’t delay and apply now by completing the form below for immediate consideration.

Duties and responsibilities will include but not be limited to:

* Receive, log, investigate and process each complaint that is received for all companies within the Tangerine Group as per required procedures.
* Ensure all complaints are processed accurately and investigations are appropriate and timely, consulting relevant staff where required.
* Consult relevant Heads of Department to establish Root Cause and CAPA when required.
* Ensure any complaint which indicates a potential SAR/SAE is notified to the QPPV/dQPPV immediately and investigated as per required procedures.
* Ensure that relevant staff are made aware of the outcome of the investigation where required.
* Provide complaint and SAR/SAE training when required.
* Perform regular trend reviews of complaints to identify potential quality issues and highlight these as per required procedures.
* Provide reports as required to the Group Quality Manager and/or Head of Quality on the trend reviews and summary of complaints.
* Attend weekly QA/QC meetings to maintain awareness of current department and concerns.
* Attend Monthly Quality Meetings to discuss cross departmental quality activities and report on Complaint metrics.

**About You**

You should be experienced in a similar role and have a 2:1 or above in a Bachelor of Science degree. You will already have 2 years + practical experience, preferably with products marketed on a global basis. Your personality is what really counts with us, ambition, drive, determination will make you stand out at Tangerine!

**The Benefits**

* Competitive salary and benefits package
* Holidays that increase with length of service Personal and Professional development
* Pension Bonus and Health cover (after qualifying period)

**About Us**

The Tangerine Group is a privately held company based in Lytham. Within the group are ten limited companies, each operating as stand-alone entities. We specialise in the manufacture and sales of animal health and nutrition products for farm and companion animals, including veterinary and equine products. We’re passionate about being the best and you should be too!

**Interested?**

Apply online for immediate consideration.