

TOAST

QUALITY CONTROLLER

TOAST designs clothes and homeware for modern living. We endeavour to create products that are unique – designed with great care, made to the best quality – and present them in simple, but original and inspiring ways. We are known for our seasonal photography campaigns – which take us all over the world, continually expanding our influences – as well as a consistent dedication to depth of thought in everything we do.

The emphasis within the TOAST workplace is on simplicity, originality, creativity and thoughtfulness. We work hard to communicate intelligently with the wider world (to assume intelligence in those we engage with) and strive against doing the obvious. We value serious thought in many broad fields – in art, literature, design, philosophy, travel, science.... – as much as we do in fashion. Though our output may appear simple, it is always produced with great attention to detail.

You are a catalyst for TOAST's successes. To realize our ambitions we need you to share our interests and values, have an enthusiasm for TOAST itself, a deep knowledge and love of your own specialist area, and a wealth of life experience. With this common ground we can work together with clarity of thought, producing innovative ideas and always doing our very best for TOAST.

In return for your dedication, TOAST offers a supportive and friendly working environment with flexible working hours and a generous staff discount. You will receive a comprehensive induction; including product and brand training, that helps to plant a deep understanding of TOAST that can be carried confidently through your work and into the outside world.

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REPORTS TO Technical Manager

LOCATION Swansea

Updated: February 2018

ROLE OVERVIEW

- To support the Technical Team in ensuring product being delivered into the business meets the TOAST standards, ensuring a consistent level of high quality.
- Approval of all shipment samples and liaison with the Production team with regards to release of goods in line with Critical Path.
- Carry out spot checks on bulk deliveries to ensure goods are as per the approved shipment sample.
- Finding solutions for any quality issues, organising return to supplier/processor alongside Production Manager and returning to stock in a timely manner.
- To embrace our values and behaviours and consistently communicate in a positive and collaborative manner.

ROLE IN DETAIL

- Check, measure and approve shipment samples, ensuring all fabrics trims and measurements are correct before shipping.
- Record results of QC inspections and feedback any issues to the technical team, offering solutions on how to resolve.
- Liaison with the Production team on any issues and resolving in a timely manner in line with the critical path.
- Provide details to support the Production Department in any resulting claims.
- Understand TOAST quality levels and be able to make commercial decisions while upholding TOAST high standards.
- Support the Technical Team by compiling returns & quality reports to feedback to suppliers and improve on quality issues.
- Support customer service teams in additional information relating to any customer feedback, applying any lessons learnt from faulty product to future collections.
- Manage the day-to-day workload in a timely manner, in line with the company critical path to ensure business priorities are met.

- Work collaboratively with the supply base to resolve any issues efficiently and in a timely manner
- Support a culture of good communication and co-operation.
- Liaison with suppliers on AQL records and filing electronically.
- An organised & strong communicator and aspire to TOAST brand values & behaviours.

EXPERIENCE AND SKILLS REQUIRED

- A good understanding of the Toast Brand, its product and design aesthetic.
- A general appreciation of fabrics and can demonstrate a good understanding of technical garment construction.
- The ability to take the initiative and also work well in a team.
- Minimum of 5 years experience in the industry.
- Clear and concise communicator with strong organisational skills
- Computer proficiency essential: Microsoft Excel, Word, Outlook.

HOW TO APPLY

If you are interested in applying for the role, please email your CV and a covering letter to Susan Latham, Human Resources on LathamS@toa.st