



Job Title:	Quality Control Officer
Department/Team:	Quality
Reports To:	Quality Assurance Manager
Location:	Chiswick Avenue, Mildenhall (full time on site)
Date:	July 2026

Job Purpose

Oversee product quality within JKH, inspecting products to ensure that they are produced to a high quality and in line with company strategy and quality standards.

Key Responsibilities

Health and Safety

- Adhere to all health and safety practices and procedures across production and the business.
- Attend Toolbox Talks to keep up to date with any changes to health and safety legislation, process and/or policy.
- Report any health and safety concerns or incidents and accidents.
- Maintain correct Personal Protective Equipment (PPE) needed for the role, reporting any defects or additional PPE that may be needed.

Quality:

- Ensure that all products leaving JKH achieve the quality standards required by the business and its customers by quality checking products as required pre and post production.
- Identify any quality issues during pre and post production quality checks (including inspection of mould set ups), work with relevant colleagues to rectify any issues in a timely manner and to the standard required.
- Communicate with colleagues on quality issues, product damage and processes to ensure that production runs efficiently, advise of any production delays that may occur due to quality issues.
- Ensure that products are correctly marked once quality inspections are completed.
- Ensure all raw materials and goods in achieve the required standard prior to being used in the business, reporting any defects as required to the supplier.
- Support Production Team Leaders and Supervisors in providing coaching and training to the production team (including workshop) to minimise the recurrence of errors.
- Highlight to the Quality Assurance Manager and Production Supervisors any key issues, trends and areas for improvement within production processes.
- Maintain an awareness of quality standards whilst undertaking daily duties, identifying and rectifying any quality issues that you may observe that have occurred post quality checking.
- Maintain a good working knowledge of quality control and quality assurance procedures and company quality standards.
- Undertake cube testing as required (at least twice per week)
- Undertake slump testing (at least twice per week)
- Document and report on product quality, keeping accurate quality records including compliance, non-conformance and root cause analysis.



- Calibration of relevant site equipment.
- Undertake random quality control checks for recurring issues.
- Monitor right first time (RFT) and scrap, highlighting any issues or concerns to the Quality Assurance Manager.
- Assist with checks on new product introduction (NPI) within the business,.
- Support the Quality Assurance Manager with implementing new and developing existing quality standards within the business to increase clarity and efficiency of processes and conformity of products.
- Support the Quality Assurance Manager with internal and external audits as required.
- Provide Key Performance Indicator (KPI) data as required by the business.

Other:

- Be an ambassador for JKH's brand and values – demonstrate the company values through behaviour and ways of working:

Integrity – Act with honesty and deliver on promises. Maintain strong moral principles at all times regardless of who is watching.

Accountability – Safety is the priority, don't cut corners. Everything is done to the highest standard and always look for what can be improved. Take ownership of tasks and do not walk past a problem expecting the next person to deal with it.

Collaboration – Co-operate with others to achieve team goals. Treat everyone with respect and provide support where you can.

- Undertake any training and development as required by the business.
- Attend meetings as required by the business.
- Undertake ad hoc projects as required by the business.
- Any other duties as required by the business.

Knowledge, Experience and Technical Skills

- Experience of quality control and quality assurance processes in a production/manufacturing environment.
- Experience of working in a production/manufacturing environment with concrete and steel products (desirable).
- Experience supporting with internal and external audits (desirable).
- Experience reading and interpreting quality and specification data.
- Experience reading, analysing and interpreting documents such as drawings, specifications, international standards, and production schedules.
- Good knowledge of MS packages including Outlook, Word, and Excel.
- Excellent communication skills, good attention to detail and be able to prioritise effectively.
- Good time management.
- Have a proactive continuous improvement mindset and be able to coach and support colleagues across the business.
- An enthusiastic engaged attitude and eagerness to help JKH to continue to grow as a business.



Person Specification

- Engaged attitude and eagerness to learn and develop personally and professionally.
- Role Model behaviour - lead by example, follow and reinforce JKH's values.
- Receptive to new ideas and can listen and implement new ideas.
- Continuous Improvement Mindset.
- Ability to raise concerns in a clear and objective manner
- Accepts personal responsibility to make things happen.
- Earns credibility and trust.
- Good at planning, problem solving and decision making.
- Ability to make decisions and have the courage of your convictions
- Ability to work as part of a team and develop good working relationships with all stakeholders.