

In Norbrook we pride ourselves in being one of the top companies in Northern Ireland and one of the top veterinary pharmaceutical companies globally. We develop & manufacture veterinary medicines, supplying products to 120 countries globally. With a strong portfolio of existing products and significant investment in R&D to launch new products annually, we have opportunities for individuals to join us and develop their career in a global company.

Our business strategy is supported by our Values – Customer Value, One Team, Results Driven, Excellence, Innovation, and Quality – and we support our employees to live the behaviours that creates our culture. Our on-going success is based on the expertise, knowledge and innovation of our employees. If you are interested in joining our team here at Norbrook and supporting our vision, then apply for this role.

Job Overview

Applications are invited for the position of QA officer based in the QMS & Operational Compliance Department, Armagh Road/Station Works. The successful candidate will be working alongside the QMS & Ops Compliance managers; providing support within the Pyramid Teams to implement Quality Management Systems and Continuous improvement projects within the manufacturing environment. Furthermore, the successful candidate will support compilation of PQRs (Product Quality Reports) in timely manners and adhering to strict deadlines.

The main activities and tasks are:

- Review and evaluation of temperature data-loggers
- Assisting in the Investigation, documenting and responding to customer complaints in accordance with approved procedures.
- Compilation of complaint data and documentation,
- Trending relating to complaint investigations,
- Preparation of draft complaint reports and letters
- Supporting the Investigating of deviations and OOS in accordance with approved procedures.
- Assisting in the compilation of the QMS & Ops Department Metrics.
- Assisting in the filing of complaints, deviations, CAPAs, and general filing.
- Participating in Customer and Regulatory Audits and implementation of associated corrective and preventative actions.
- Conducting site audit readiness inspections.
- Carryout investigations arising from Quality Concerns identified.
- Compilation of PQRs for the site in timely manners adhering to strict timelines
- Support QMS & Ops Compliance managers with review and closure of the CAPAs (Corrective and Preventative Actions) and ECs (Effectiveness Checks)
- To undertake any ad hoc duties as required to sustain improvement and compliance of the Quality system in Norbrook Laboratories Ltd.

Essential Criteria:

- Minimum Education: A level standard or other national equivalent.
- Minimum 2 years' experience in a support / admin role.

- Excellent oral and written communication skills.
- Experienced in the use of Microsoft Excel, PowerPoint and Word.
- Excellence knowledge of GMP and Quality Management Systems.
- Excellent attention to detail and highly organised.

Desirable Criteria:

- Experience in Quality Assurance role.
- ECDL or equivalent IT Certification.

Duration: Full time permanent

Location: Newry, Co. Down

Remuneration: Salary Attractive

Benefits: Free Life Assurance, Company Pension Scheme, 30 days annual leave, Wedding Leave, Employee well-being initiatives, Healthcare plan, Company Sick Pay, Employee Assistance Programme, On-site free parking, Canteen Facilities, Employee Perks scheme, Discounted Car Insurance, Annual Employee raffle, employee recognition scheme, career development opportunities and much more...

Contact: The Human Resources Department

Norbrook Laboratories Limited employs a workforce with members of all sections of the community and is committed to appointing people purely on the basis of merit. In accordance with our equal opportunities policy we would particularly like to welcome applicants from the Protestant Community.