



EST. 1969

L A M B E R T S

L O N D O N

Lamberts London Limited Job Specification WIP and Quality Administrator [Office/Quality]

1.0 Lamberts London Description

Lamberts London are award winning, world-renowned specialists in decorative metal plating. The expertise of our accomplished team provides the ultimate finishing touch for manufacturers, completion centres and interior designers.

Established in 1969, Lamberts London has proudly remained a family-run business, establishing an outstanding reputation on the strengths of its vast experience, unsurpassed plating knowledge, exceptional workmanship and distinguished service. For over 50 years, Lamberts London has been a respected leader in specialist decorative metal plating; and, in 2011, undertook an investment in business expansion that saw it move all of its operations to a new purpose-built factory, which is reputedly, the largest and newest precious metal plating facility in the UK. The new premises is well equipped, well-ventilated and has the greatest variety of precious metal plating tanks in the UK and Europe.

Specialising in a plethora of luxury finishes in gold, silver, chrome, nickel, copper, and antique plating for a variety of applications. Lamberts London is synonymous with luxury decorative metal plated coatings across a number of sectors, including aerospace, automotive, interior design, super yacht and sports, in addition to critical plated coatings for oil, gas and electrical applications. It also offers a range of other related services in house, providing a comprehensive solution for all of our customer requirements.

As a family-run business, staff are well looked after in all respects, with robust Health and Safety and Human Resources procedures in place. The company strives for continual improvement to ensure that it remains at the top of the decorative metal plating industry and invests a lot back in this pursuit. As well as structural investment, Lamberts London invests heavily in its employees, with all training provided by our highly experienced staff to ensure the flow of organisational knowledge throughout the business.

2.0 The Role

You will be working in a busy Office/Quality Department at this prestigious Aerospace company that has a reputation for high quality and superb finishes. As a WIP and Quality Administrator, you will be the voice of our company, liaising with our Prestigious aerospace and automotive clients to ensure we meet their requirements.

We will create a bespoke training plan to your skillset and needs and under the tutelage of our staff we will help you flourish in this specialist highly sought-after industry.

All work within Lamberts London is carried out to EN9100 Aerospace Quality Standard, which is based upon ISO 9001 Quality Management System requirements. EN9100 supplements ISO 9001 requirements with additional quality system requirements, which are established by the aerospace industry in order to satisfy DOD, NASA and FAA quality requirements. Lamberts London also operates its processes in accordance with ISO 14001 Environmental Management System and ISO 45001 Occupational Health and Safety Management System

You will work closely with the Office Manager and other WIP Planners to liaise with customers and Manage customer accounts. This will involve facilitating customer orders and keeping customers informed of the progress of their products including any issues that arise. You will be their point of contact at the company and will build relationships to ensure the seamless flow of work from beginning to end. You will be using a variety of software packages, such as Sage Accounts, Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence and documents, and maintain presentations, spreadsheets and databases.

You will be Using Dataplate X internal database goods management system to book parts on and raise job cards as well as track parts' progress. You will also record details of rejected parts from customers and raise rework orders – providing information of defects to ensure that we can rectify and avoid these on future orders.





The role will also involve answering the telephone and dealing with customer enquiries, providing assistance where possible or transferring them to the relevant personnel to answer any questions. You will also be liaising with courier companies to arrange deliveries and prepare customs paperwork.

You will be communicating with production staff for quality and work throughput. You will attend morning Production meetings to plan out work and customer requirements and then disseminate information back to customers where required.

You will also work closely with the Quality Assurance Manager, where you will assist with the control of the Quality, Environmental and Health & Safety frameworks to ensure that Lamberts London continues to operate and formulate its processes and practices in line with these Management systems. This will involve ensuring that the company meets legal requirements, through regular monitoring of staff and equipment and auditing these to ensure compliance.

In regard to Quality, you will help to report quality issues to customers and investigate customer quality issues, providing support to them and investigating the causes for rejection. You will also manage the Quality Assurance mailbox and the compliance calendar, helping to ensure that compliance activities are booked and carried out.

You will be working out of the office but will be moving around the factory to perform some of your duties. You will be fully provided with all of the PPE and taught the safe systems of work that you require to perform your job safely. You may be required to participate in risk assessments, and you will be required to follow the health and safety and environmental procedures relevant to your role, including waste management, Incident and spill response and general compliance support.

You must be confident in your abilities, in particular, your attention to detail and your communication skills. You must be able to work well under pressure and to deadlines.

Experience in quality or quality assurance and familiarity with an office environment would be beneficial.

3.0 Person Specification

Skills Required:

- **Teachable** – a keen willingness to learn from the wealth of experience offered
- **Good Communication skills** – you will be speaking with colleagues and potential customers
- **Ability to provide a quality customer experience** – You will be dealing with customers regarding rejections and so have the ability to positively impact their experience by rectifying problems promptly and effectively.
- **Ability to liaise with people on all levels**
- **Perseverance/Resilience**
- **You will have strong attention to detail** – you will need to look for all defects on parts both large and small.
- **Ability to work under pressure** – this is a fast-paced atmosphere where priorities can change.
- **Adaptable** – priorities can change quickly, and you must be able to cope with this.
- **Ability to work independently and as part of a team**
- **Friendly manner and personable**
- **Punctual and reliable** – as we are a tight-knit, small to medium business we need to be able to rely on all members of staff to give their all to help us all achieve.
- **A full working knowledge of Microsoft Office**
- **Strong organisational Skills**
- **Quality Assurance experience** – not necessary but beneficial

4.0 Package

- **Start:** ASAP
- **Duration:** Permanent with a Probation Period of 12 worked weeks = 60 working days
- **Rate:** £13.46 - £16.04 an hour
- **Annual Salary (Range):** £25,897 - £30,945 per annum depending on skills and experience.
- **Hours:** 37 hours a week
- **Weekly Schedule:** Monday – Thursday 8:00am to 4:30pm with a 30-minute lunch break and a morning tea break
Friday 8:00am to 1:00pm with a morning tea break
- **Overtime:** Monday to Friday - 7.00am - 8.00am and 4.30pm - 5.00pm = 1.5 hours a day at Time & Half
Subject to demand and the successful completion of probationary period

5.0 Benefits





- **Holidays:** 20 days plus 8 Bank Holidays = 28-day Holiday per annum
- **Benefits:** Pension and Private Healthcare
 Free Car parking
 Casual Dress

7.0 [Version](#)

Lamberts London Limited Job Specification Sheet					
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All	All	001	27/06/2023	First Issue	Jonathan Aedy

