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| SECTION 1 – IDENTIFYING INFORMATION |
| Job Title | Quality Manager | Department | Technical |
| Function | Technical | Site | Fakenham |
| Date | Nov 2020 | Approved by(manager) |  |

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| SECTION 2 – JOB SUMMARY |
| Supporting the Technical Manager on a day too day basis. Maintain the Quality Management System from the supply of incoming ingredients to the quality of finished products. Manage customer complaints, Daily management of the laboratory results and information, compilation of the relevant KPI data and reports. Responsible for ensuring all internal audit schedules are up to date and completing internal audits as per the schedule.Line management responsibility for the Technical Supervisors & Admin Support.Liaises with site Technical Manager, General Manager, Production Management, Supply Chain department, Process/NPD and Engineering. |

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| SECTION 3 – KEY ACCOUNTIBILITIES | % OF TIME |
| **Maintaining QMS documents/ Internal Audit Schedule and HACCP** * Support site initiatives to monitor and drive improvements in Food Safety Culture.
* Ensure that the quality management system – Quality manual and supporting documentation - is up to date and regularly reviewed and amended to reflect changes within the organisation. To ensure all documents are controlled, updated, and issued to the factory in accordance with the site policy.
* Assist site Technical Manager with the BRC audit, including preparation.
* Have the Quality Management system in a ‘ready to audit’ position to BRC standards.
* Co-ordinate the internal auditing system.
* Work with the Technical Manager and HACCP team to ensure the HACCP is kept up to date and all new products are captured, attend HACCP meetings as required.
* Ensure the data for site and customer KPI reports is available in a timely manner.
* Ensure hygiene standards are maintained throughout the site, feedback on micro results and hygiene related audit actions.
* Manage pest control contract on site working with the pest prevention contractor to maintain the integrity of the site
 | 35% |
| **Man management.** * Train and guide the Technical Supervisors & Technical Admin.
* Deal with day-to-day man management issues.
* Ensure all members of the quality department are suitably trained to carry out their duties and to ensure product safety and quality. Arrange training according to gaps in individual’s skills.
* Ensure appropriate lines of communication are in place within the department holding meetings as appropriate.
* Maintain standards, discipline within the department, and carry out disciplinary actions when necessary.
* Work closely with production to ensure food safety and quality are met.
* Ensure QA rota and holiday/absence cover is maintained to meet the business requirements.
* Carry out Technical recruitment as required.
* Prepare and carry out appraisal.
 | 15% |
| **Customer contact & customer audits.** * Assist the site Technical Manager with or deputise in their absence as the main contact for customer audits.
* Assist the site Technical Manager with or deputise in their absence with the corrective actions and reply to customer audits and visits and 3rd party auditing organisation, liaising with the site Technical Manager.
* Provide information and expertise to external customers on all quality related matters.
 | 20% |
| **Customer Complaints*** Dealing with all incoming customer/consumer complaints, ensuring the information is passed on to the relevant managers/supervisors to carry out investigations. Then to report back feedback and root cause analysis to the consumer care team.
* Daily/weekly/monthly trending and reporting of complaints.
 | 10% |
| **Testing and Analysis (Micro, nutritional and allergen)*** Review results and act accordingly instigating investigations and corrective actions as required.
* Checking and reporting daily results to the Technical Manager
* Arrange for samples to be sent for nutritional and shelf life testing as per the annual schedule and also liaise with NPD/Process for additional testing requirements.
 | 5% |
| **Continuous Improvement (CI) / Lean Manufacturing*** As a member of the Technical Team support site initiatives.
* Support the site Operations team in site specific projects in line with CI briefs.
* Identify and recommend changes to systems and processes as appropriate.
* To be actively involved in Quality and Product Improvement Projects.
* Provide Technical expertise in improving the quality of products.
* Carry out project work according to issues currently affecting products produced on site. Recommend and implement actions accordingly. Liaise with the General manager, Factory Managers, Operations Manager, NPD Manger and Technical Director.
 | 5% |
| **Budget.** * Assist the site Technical Manager to work within the Technical budget each period, liaise with the accounts department and resolve invoice queries. Assist the site Technical Manager with setting the budget at the end of the financial year for the following year.
* Manage site cleaning chemical stocks with the Hygiene Manager within the agreed budget and monitor / manage NPD and Process laboratory costs.
 | 5% |
| **NPD*** Check that Process trials are on schedule to allow sufficient time for nutritional analysis / Microbiological analysis to take place.
* Have input into the formation of customer specifications.
* Work closely with the NPD and Process departments to ensure all relevant Quality Control Points have been identified and Quality Standards (QAS’s) are issued to the factory.
 | 5% |
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| SECTION 4 – EDUCATION & EXPERIENCE |
| Education Level (i.e. Degree, Prof. Quals., etc) | Food manufacturing experience with a good level of verbal and written English |
| 5 Years’ Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc) | Proven administrative experience within a food-manufacturing environment.Excellent attention to detail with the ability to manage a busy workload and adapt to changing priorities.Proficient in Microsoft word and excel. Able to produce spreadsheets and reports to a high standard.Ideally with Level 3 food Safety, Level 3 HACCP, Auditing experience and inspection skillsDealing with customers in person or by the telephoneConfident to present documentation to auditors in a timely manner (for example during BRC) |
| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc) | The post holder is expected to carry out the following duties in order to fulfill the position to a satisfactory level: * Adhere to Company’s Equal Opportunities and Health & Safety Policies.
* Ensure high quality standards and hygiene standards are maintained.
* Adhere to Company Financial procedures.
* Respect individual and Company confidentiality rights.
* Demonstrate a positive and committed attitude.
* Support a culture of continuous improvement.
* Show commitment to personal and team development.
* Demonstrate a flexible approach.
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| SECTION 5 – DIMENSIONS & SCOPE |
| Budgetary Responsibility | Direct/Indirect Budget | Size/Amount | N/A |
| Other key dimensions(.e.g. sales, products, skus, reports, invoices, etcPlease put description and numbers | N/A |

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| SECTION 6 – CONDITIONS OF ROLE |
| State any conditions for role(e.g. Travel requirements, site specific/multi-site, Physical conditions i.e. Hot/Cold, indoors/Outdoors, hazardous, etc) |  |

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| SECTION 7 – POSITION IN ORGANISATION |
| **Peer Positions (list below)** | Team Size (if none put 0) | * 0
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| Group Technical Director |
| Business Unit Head of Technical | Reports to (Job Title) | * Site Technical Manager.
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| Site Technical Manager |
| **Technical Administrator** | **PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART** |
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| SECTION 8 - SIGNATORIES |
| Job Holder Signature |  | Manager Signature |  |
| Name |  | Name |  |
| Date |  | Date |  |