

Role Profile

Job Title: Quality Assurance Manager
Department: Quality
Reports To: Packhouse Manager

Role Overview

This is a key management role within the site with responsibility for driving the quality and hygiene ethos, whilst ensuring both company and regulatory compliance throughout the site.

Main Duties

- Responsible for implementing and maintaining site compliance with the Quality Management plan, company quality management systems and internal/external audits
- Ensuring that all quality controls, in respect of raw materials, process flow, finished products, materials, packaging, hygiene and environmental matters are strictly adhered to, within the Packhouse
- Conduct investigations of process/failures and customer complaints to identify effective corrective/preventative action and root cause analysis
- Responsible for promoting and implementing quality standards and driving continuous improvement and integrity within the quality function
- Responsible for training and managing the Quality Control personnel within the Packhouse (where relevant)
- Implement and monitor hygiene practices throughout the site and hold routine meetings with hygiene staff to continually improve performance
- Preparing for and take the lead in customer visits/audits and third party audits within the Packhouse
- Managing the weekly microbiological swabbing schedule and trending/analysing this information
- Leading the improvement of product quality at intake, product age, storage, packing and distribution functions by continual physical checks and implementing robust corrective actions
- Responsible for Brand and Product Integrity

This is not an exhaustive list and is subject to change and amendment.

Competencies to perform the role

This role requires the successful candidate to:

- Have good computer skills
- Good report writing skills
- Be highly self-motivated and understand the importance of teamwork
- Have excellent organisational and prioritising skills
- Be a strong communicator in written and verbal presentation
- Be results driven & systems orientated, including automated stock management systems

- Be able to stand by any decision made, having reviewed the relevant factual data

Experience and Qualifications

- Higher National Diploma or higher in a food technology related field
- Previous supervisory/management experience in quality assurance, particularly within the food industry would be an advantage but is not essential
- Suitable applicants will have a good general educational background and willingness to learn
- Must have a “can do” attitude to all tasks

Other significant role requirements

- Preparedness to work flexible hours
- Willing to train quickly and under pressure