**Role Profile**

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| Job Title: | Quality Assurance Specialist | | Function: | Technical |
| Reports to: | Technical Manager | | Band: | 3 |
| Leader of: |  | | Location: | Kober |
| Job Purpose | | | | |
| To support the Technical Manager in maintaining product quality, safety and legality throughout the business by ensuring procedures within the company are followed.  To provide close support to the QA supervisors and QA team as and when needed. Managing workload, prioritising with the ability to see the bigger picture.  To be the site quality champion, working closely with Asda to panel product, identify quality trends and drive quality standards. | | | | |
| Accountabilities | | | | |
| * Deputy for Technical Manager as and when required; * Key support for the maintenance of all Technical and Quality systems in line with legal, certification and customer requirements; * Leading the site quality transition to Quor system – developing and implementing QA checks and audits; * Food Safety Culture & Quality Champion - leader in delivering site initiatives; * Maintenance of GMP Audits system – day to day coordination of actions, aiming to achieve “Best in Class”; * Key support on external audits – BRCGS, Red Tractor, Asda STAR and BMPA; including ensuring all NCR’s are closed effectively; * Work closely with the QA supervisors to problem solve day to day issues, and take appropriate corrective actions; * Challenge factory GMP standards and procedures, with a frequent presence in the factory; * Close working with Hygiene Team where required to support with projects, improvements and validation exercises; * To maintain procedures for Finished Product Evaluation, including Microbiological, Nutritional and Organoleptic Assessments; to monitor/trend results and initiate remedial action as necessary; * To issue and maintain Factory specifications and QAS documents; * To check/challenge due diligence documentation to ensure effective product traceability and record maintenance; * Conduct monthly BMPA trace exercises and BRCGS internal audits; * Completing complaint investigations and KPI reports; * To support site TM in the maintenance of the quality management system and HACCP documentation * Support with incidents, withdrawals and recalls where required; * Support with the management of Pest Control system; * Artwork and Legal Label approval; * Key support for factory trials with factory presence and follow up, ensuring product testing is arranged as required (cooking validations, shelf life etc.); * Establishing and maintaining ‘store buy back’ consistency panel testing.   This list is not exhaustive, you will also need to carry out any other requirements as specified by the Technical Manager | | | | |
| **3. Skills / Qualifications** | | | | |
|  | | Food science degree or equivalent experience;  HACCP Level 3;  Food Safety Level 3;  Internal auditor qualified;  Root Cause Analysis experience;  IT literate, competent at processing and trending data;  Previous exposure to Quor or similar system desirable; | | |
| **Skills and Knowledge** | | Microbiology and Food Safety knowledge;  Ability to multitask;  Manufacture standards;  BRC Standards;  Laboratory knowledge;  Excellent communication skills;  Experience in implementing corrective/preventive measures;  Thorough knowledge of methodologies of quality assurance and standards;  Resilience under pressure;  Ability to work inter departments to drive standards and improvements; | | |
| Job Context | | | | |
| Key Challenges for the Role | | High pressure job, ability to work under pressure essential;  Requires the ability to communicate effectively with personnel across all levels of the business;  Deputising for Technical Manager when required which could include leading 3rd party audits with support;  Needs to be exceptionally well organized, able to make quick judgements and back these with facts and data without losing focus on the detail;  Needs to be flexible as it is a varied role, with an expectance of factory presence and also system maintenance;  External stakeholder management – liaising closely with Asda quality team to close out quality issues identified through store buy backs. | | |
| KPIs and Measures of Success | | Absence of food safety and quality incidents;  CPMU and technical KPIs within targets;  Maintenance of certification status;  Safe products launched with clear quality parameters defined;  Microbiological pass rate of products;  Food Safety Culture score;  External and 3rd party audit NCR number; | | |
| Key Internal Relationships | | Technical Manager  General Manager  Factory Manager  Senior QA’s and QA team  Night Hygiene Manager  NPD Team  Supplier approval Manager  Engineering Manager  Planning Manager  MRP / Packaging Manager  Compliance Manger & Specification team | | |
| Key External Relationships | | ASDA – ASDA TM, Technologist, Quality Technologist, Product Manager  BMPA  Red Tractor  Campden BRI  Certification bodies (KIWA)  EHO/TSO;  Certification bodies (Kiwa)  Campden BRI  Eurofins/ SGS/ PIQ;  3rd Party Audits (e.g. Contractors)  Pestokill  Training Bodies | | |
| Dimensions and Decision Making | | | | |
| Budget | | Adherence to laboratory budget. | | |
| Direct Reports | |  | | |
| Indirect Report | |  | | |