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| **ROLE PROFILE**  |
| Job title | QA Team Leader | Date | 25/3/2020 |
| Business | Walkers Deli & Sausage Co. |
| Department | Technical |
| Working Hours | Sunday to Thursday 6am to 2pm Monday to Friday 2pm to 10pm |
| Location | Walkers Deli & Sausage Co. 78-88 Cobden Street, Leicester, LE1 2LB |
| **ROLE SUMMARY**  |
| Reporting into the QA Manager, the QA Team Leader will assist the Quality Manager in the daily supervision and management of the Quality Assurance team, organise tasks and workload of the QA team, audit the production process against the latest legislation, agreed quality and safety standards and compliance with internal procedures and schedules. To ensure that Walkers Sausage manufactures world class quality sausages and ready to cook products which are safe and compliant with legal, 3rd party and customer requirements. |
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| Reports to | QA Team Leader |
| Direct & indirect reports | QA Technician  |
| Key internal stakeholders | Technical, Process and Operations Management |
| Key external stakeholders | Major retailers and B2B customers |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| * Responsible for following up and resolving supplier and factory non-conformances, ensuring that non-compliances are investigated and root cause analysis and corrective actions are implemented
* Manage raw material, product and environmental testing ensuring that samples and swabs are checked to an agreed schedule
* Assist the Quality Manager in the daily supervision and management of the Quality Assurance team. Carry out absence review meetings, carry out return to work interviews, manage performance, investigations and disciplinary meetings.
* Ensure that regular checks and audits are completed (GMP, traceability, fabrication etc.) in order to monitor compliance with food safety requirements and prepare the necessary reports
* Ensure scales, temperature probes and other measuring devices are calibrated as per required frequency
* Ensure micro samples, air/water samples and environmental swabs are collected as per required frequency. Ensure results are trended and any micro out of specs are investigated in timely manner.
* Ensure production lines are monitored to ensure product safety, quality and compliance with customer’s requirements
* To trend day to day KPI’s, weekly reports and provide related feedback to cross functional team.
* Assist in development and maintenance of strong lines of communication & positive relationships within the QA team and with colleagues across departments
* To perform ad hoc tasks as required by Quality and Technical managers
* To manage workload throughout the year
* Assist with the training and development of staff
* Update of paperwork within department
* To carry out traceability exercise within four hours and present to the 3rd Party Auditors
* To supporting customer visits and activities.
* Co-ordinating/ taking part in daily Taste Panel including data input.
* Assist with Cook / Cool data collation support to QA Managers as required
* Assist QA Manager / Technical Manager with validation process for the site
* To be a member of the Internal Auditing Team
* To drive continuous improvement within department.
* Assist in Implementation and continues improvement of the HACCP System
* To assist with investigation of customer complaints.
* To maintain calibration certificates for the measurement devices and send them off for annual calibration if needed.
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| **QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE** |
| * Ideally 3 years’ experience or more in a Quality or Technical role within the food industry; preferably working with raw, added value meats
* A strong work ethic and positive approach, with the desire to learn and to take on new responsibilities within the business
* Ideally previous experience or strong theoretical knowledge of working to BRC and retail customer standards and trained to an intermediate level in HACCP
* Experience in leading a team of people, with the ability to supervise and coach.
* Computer literate, with working knowledge of Microsoft packages such as Word, Excel and Powerpoint
* Ideally educated to degree level or equivalent, preferably in a Microbiology or Food Science related discipline.
* Excellent communication skills, both written and verbal, with the ability to communicate effectively with all staff members
* Highly numeric with strong data and statistical analysis and written reporting skills
* Full clean driving license will also be required
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| **CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS** |
| **Competency** | **Descriptors** |
| Value People | Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.  |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success.  |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism. |
| Flexibility & Adaptability | The ability to change and adapt own behaviour or work procedures when there is a change in work environment, for example as a result of changing customer needs. |
| Initiative & Taking Ownership | Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism. |
| People Management | The ability to understand people and their motivations, build good relationships with them and help them unlock their potential |
| Empowering Others | Creates an environment where people feel required and enabled to take ownership and responsibility. |
| Coaching for Performance | The ability to help others achieve more through two-way feedback, clear direction and enabling. |
| Analysis & Planning | The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals. |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. |