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| **ROLE PROFILE** | | | |
| Job title | QA Technician | Date |  |
| Business | Walkers Deli & Sausage Co. | | |
| Department | Technical | | |
| Working Hours | Monday to Friday 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 Team Leader, the QA Technician will audit the production process against the latest legislation, agreed quality and safety standards and compliance with internal procedures. 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 |  | | |
| Key internal stakeholders | Technical, Process and Operations Management | | |
| Key external stakeholders | Major retailers and B2B customers | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Perform regular checks and audits (GMP, traceability, fabrication etc.) in order to monitor compliance with food safety requirements and prepare the necessary reports * Calibrate scales, temperature probes and other measuring devices as per required frequency * Collect micro samples, water samples and environmental swabs as per required frequency * Monitor production lines to ensure product safety, quality and compliance with customer’s requirements * Co-ordinate and take part in daily taste panels. Logging results into excel spreadsheet. * Audit production documentation to ensure all paper work is filled in correctly and regularly * Assist customers complaints investigation and to ensure completion of corrective actions within required time scale * Issue next day control sheets, ensuring correct dates and products. * Conduct meat and non-meat ingredient audits to assess supplier compliance to specification * Seeing through of internal corrective actions * Conduct all QA checks at Canning Place (off site ingredient storage) to the specified schedule. * To perform ad hoc tasks as required by Quality and Technical managers. * To support operational team with queries. * Assist QA team Leader with daily, weekly, monthly tasks. * To prepare cook/cool data for the QA Team Leader/QA Manager * To conduct non-conformance investigation. * To conduct CCP Audits and be part of Internal Auditing Team. * Ensure all employees understand and follow the sites personal health and hygiene standards. * Audit the procedures in place for foreign body controls including glass & hard plastic audits * Complete routine traceability exercises to meet Customer and Charter Standards. * Raw material inspection and gathering information for supplier non conformance reports. * Investigate customer complaints Ensure that all relevant Health & Safety Procedures are followed. Ensure that all near misses are raised to the H&S department. * Carry out the duty to apply all Walkers Deli Health & Safety Policies or associated documentation and fulfil the requirements of the Health & Safety At Work Act. * Ensure that all staff are trained on relevant H&S SOP’s * Ensure that all relevant food safety procedures are adhered to and to highlight any issues seen. To be involved in the investigations into any procedural non-conformances & customer complaint investigations. * Ensure that the product produced adheres to the agreed Quality parameters (product meets the requirements of the QAS). | | | |
| **QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE** | | | |
| * Experience from within a related quality / technical role within food manufacturing OR educated in a food related discipline * Knowledge of food safety legislation, quality processes and HACCP highly advantageous * High attention to detail, personable with excellent communication skills both verbal and written * Capable of working on own initiative with good organisational skills * A self-motivated team player * Good understanding of food safety, GMP and basic understanding of microbiology * Ability to work flexible hours including evenings and weekends * Full and clean driving licence | | | |
| **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. | | |