| **Job Title:** | | **QA Manager** | |
| --- | --- | --- | --- |
| **Reports To: Assistant Technical Manager** | | **Date Prepared: 06/08/24** | |
| **Job Purpose** | | | |
| * Management of all Quality Assurance activities across AM and PM shifts. * Working closely with Operational, Technical and other support departments to ensure technical standards are understood and upheld. * Ensuring maintenance and improvement of Technical Systems within the bakery. | | | |
| **Key Responsibilities and Accountabilities** | | | |
| * Manage day-to-day operations of the AM and PM QA Teams. * Manage team discipline, work performance and absence issues. * Provide on-the-job training, upskilling and ensure training plans are implemented to improve team performance. * Maintain department standards and management of team which will include meetings, work performance, management of absence and disciplinaries if required. * KPIs are set, monitored and trended to ensure effective feedback and improve performance for the team. * Conduct PDMs for all members of the team within agreed timescales. * Manage and prioritise workload for the team and ensure all tasks are completed to specified frequency and required levels. * Follow up and effective close out on investigation findings from out of spec micro / nutrition, complaints, internal and external non-conformances. * Conduct Internal Audits at the correct frequency * Collate data from various departments for customer / weekly and monthly reports. * Manage QA Budget for staffing levels and consumables as well as calibration. * Key team member in supporting product launches, supplier and customer visits and third-party audits to ensure successful outcome. * Collaborating with external vendors and suppliers to ensure that they meet quality standards * Active team member in the following meetings: customer complaints, Food safety Culture, HACCP, Listeria Management, operational meetings. * Ensure all team are trained on technical procedures, signed off and are adhering to all * Team members are to understand H&S requirements within department and the wider team and sign off against the appropriate procedures e.g. Manual Handling, COSHH, etc. | | | |
| **Person Specification** | | | |
| **Qualifications** | * Degree or equivalent qualification in a science-based subject is preferable. * If not, degree qualified then minimum requirement - Advanced Food Hygiene and experience in chilled / short shelf-life food * RIPH Level 3 in HACCP Principles * Formal Internal Audit Training by CCFRA or other recognized body | | Desirable  Essential  Essential  Essential |
| **Work Experience** | * Minimum of 3 years experience in Team Leader / Manager role within Food Manufacturing (chilled preferable) | | Essential |
| **Knowledge** | * Good working knowledge of computer systems – ability to use Word, Excel, PowerPoint | | Essential |
| **Job Skills** | * Organizational / prioritization skills & ability to respond rapidly to changes in priorities * Effective interpersonal and communication skills both verbal and written * Logical and rational thinking * Strong research and analytical skills * Attention to detail * Good Team working skills * Problem solving & decision-making skills * Ability to work to tight timescales * Experience of working with BRC, TFM and other third-party audits | | Essential  Essential  Essential  Essential  Essential  Essential  Essential |
| **Literacy and Numeracy** | * Must be competent in written English and Maths | | Essential |
| **Management Ability** | * Able to negotiate, influence and recognize other viewpoints * Develop strong relationships with other areas across site * Work unsupervised and on own initiative with a varied workload | | Essential |
| **Circumstances** | Full driving Licence  Ability to work flexibly  Home to be within 30 miles of the operating site | | Desirable  Essential  Essential |