| **Job Title: Quality Assurance Team Leader** | | **Reports To: QA Manager** | |
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| **Job Purpose** | | | |
| Leading a team of Quality Auditors and managing and prioritising workloads, the successfulQA Team Leader will play a critical role ensuring that technical standards are understood, being met and ensuring that any technical issues and non-conformances arising during the shift are understood and necessary actions are undertaken. | | | |
| **Key Responsibilities and Accountabilities** | | | |
| **Managing a Team**   * Manage small team of 2 to 3 QAs during shift. * Manage staff discipline, work performance and absence issues * Conduct skills assessments for all members of the team in order to identify training needs and areas for development and establish training plans as necessary and implement. * Ensure training plan implemented for all new starters and conduct assessments at defined intervals.   **Daily Responsibilities**   * Manage and prioritise workload for the shift and ensure all daily tasks as well as relevant weekly/monthly tasks are completed by QA team to a satisfactory standard and within required timescales during the shift. * Maintain a good degree of presence on the bakery floor, liaising extensively throughout the shift with production, hygiene and engineering colleagues to ensure technical standards are understood and being met and as well as ensuring that any technical issues and non-conformances arising during the shift are understood and necessary actions are undertaken. * Ensure all issues raised by the team during the shift are communicated at shift meetings to relevant depts. manager /team leader and reported to all relevant area managers at the end of the shift via shift report * Ensure all issues are followed up by reviewing or reauditing with the QAs to ensure satisfactory corrective action has been taken within satisfactory timescales. * Conduct Good Manufacturing Practice Audits as per schedule * Assess raw materials where necessary and communicate any raw material issues to supplier, relevant managers, stock control, purchasing and accounts using raw material feedback form. * Trace and evaluate ingredients for procedural concessions   **Rotational Responsibilities**   * Conduct investigations (within agreed timescales) on customer complaints and out of specification micro results and communicate findings to QA, Technical Manager and supplier where relevant. * Respond to customer complaints within agreed timescales and log all relevant data onto the MS Access database * Analyse and trend technical Data and identify solutions by working closely with other departments to address problem areas * Ensure adequate responses are obtained from suppliers in response to raw material issues or customer complaints within specified timescales * Manage and keep up to date registers and schedules for all equipment requiring calibration. * Complete required information on the Weekly technical report and Customer monthly reports * Update QA related procedures when necessary and review with Technical Services Manager who will in turn issue to relevant depts. * Collation of information from Glass and Hard Plastic Inspection and Audits and logging and informing the engineering department of repairs required on a weekly basis. * Internal audits conducted and corrective actions signed off as per schedule   **Health and Safety**   * Develop and promote health and safety culture * Ensure swift accident reporting is carried out and accident frequency is monitored * Ensure regular and consistent job rotation and risk assessment are undertaken for any new tasks.   N.B. List of duties is not exhaustive | | | |
| **Person Specification** | | | |
| **Qualifications** | * Ideally educated to degree level or equivalent, preferably in Microbiology or Food Science related discipline * Good working knowledge of computer systems – MS word, Excel and Outlook | | Desirable  Essential |
| **Work Experience** | * Experienced QA Team Leader, with excellent working knowledge of Quality Assurance Systems in Chilled Food Manufacturing including HACCP and GMP | | Essential |
| **Knowledge** | * Knowledge of Quality Assurance Systems in Chilled Food Manufacturing including HACCP and GMP * Site Auditing, Good Manufacturing Practices, Quality Assurance Systems and Microbiological investigation | | Essential  Essential |
| **Job Skills** | * Ability to make logical and systematic decisions and influence people at all levels * Confidence in making decisions but not afraid to ask * Ability to manage and motivate people – understands the importance of confidentiality, impartiality and consistency. * Ability to work on own initiative under minimal supervision * Attention to detail * Able to work individually and as part of a team * Take accountability and acts on opportunities to improve * A superb communicator - excellent presentation and interpersonal skills, with the ability to communicate effectively with all staff members | | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential |
| **Computer Skills** | * Computer Literate, with working knowledge of Microsoft packages such as Word, Excel, PowerPoint and Access | | Desirable / Essential |
| **Literacy and Numeracy** | * Highly numeric with strong data and statistical analysis and written reporting skills | | Desirable / Essential |
| **Management Ability** | * Successful management experience, with the ability to lead and coach a team. You will have a proactive and professional management style dedicated to achieving results and continuous improvement | | Desirable / Essential |
| **Circumstances** | * Full driving Licence required * Ability to work flexibly across 7 days where required * Home to be within 30 miles of the operating site | | Desirable  Desirable  Essential |