**Role Profile: Technical**

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| JOB TITLE: | Quality Assurance | REPORTS TO: | | | Quality Assurance Manager |
| OVERALL PURPOSE: | To support the operational teams in ensuring all elements of manufacturing are conducted in accordance with food safety, legality and quality parameters.  Ensure all company policies, procedures and SOP’s are followed by all employees  To professionally and reliably represent the Technical Department. | | | | |
| TIME REQUIRED TO REACH EFFECTIVE PERFORMANCE: | | | | 3 - 6 Months | |
| DEPUTY: | | | QA TEAM | | |

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| GENERAL ATTAINMENT/TRAINING REQUIRED: | JOB RELATED EXPERIENCE, KNOWLEDGE AND SKILL REQUIREMENTS: |
| * All core training and procedures * All relevant site/area policies, procedures and practices (Including customer specific codes of practice) * Excellent MS Word/Excel/Database skills * Knowledge of Bakery * Knowledge of group and customer IT systems * Knowledge of customer requirements, launch processes and reporting formats | * Literacy / Numeracy to National Level 2 Standards * Excellent administrative skills * Ability to operate in house IT based systems * Commercial and customer focus * Team working * Quality awareness * Attention to detail |

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| SKILLS AND BEHAVIOURS FOR EFFECTIVENESS IN ROLE: |
| Leadership & Drive To Get The Job Done   * Provides feedback and coaching * Ability to manage and lead a team or individual to advise best practice * Sets a good example and aware of the effect of their behaviour on others * Delegates and ensures staff accountability – involves others in decision making * Chooses appropriate leadership styles for different situations and people |

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| SKILLS AND BEHAVIOURS FOR EFFECTIVENESS IN ROLE: |
| Communication   * Effective verbal and written skills * Actively listens and questions to confirm understanding * Correct grammar, language and terminology, adapts style depending on individual * Presents ideas effectively to individuals or groups * Encourages open communication and feedback |
| Team Working & Working With Others   * Personally demonstrates and encourages inter-departmental working * Treats people with dignity and respect at all times * Co-operates openly and willingly in own team and other groups * Considers the feelings and needs of others * Aware of the effect of their behaviour on others |
| Personal Qualities   * Positive attitude * Confident and enthusiastic * Ability to work under pressure * Demonstrates commitment and passion for the job * Ability to accept accountability * Tenacious, energetic and resilient * Personable |
| Quality/Job Knowledge   * Ensures work achieved and services provided are to the highest of standards * Applies relevant business, professional, technical and company knowledge and skills * Sets high goals or standards of performance * Promotes and delivers a safe environment * Motivated to learn, share and extend knowledge beyond that required for the role * Keeps abreast of current developments and trends in areas of expertise |
| Planning & Organisational Skills   * Effective planning and organisational skills utilising milestones and follow up actions * Monitors and controls own and team resources * Prioritises work in line with business objectives * Evaluates success of implementation and reviews plans |
| Customer Focus & Commercial Awareness   * Provides excellent service to internal and external customers * Builds relationship with customers * Uses KPI information to assess departmental performance |
| Continuous Improvement – Innovating And Improving What We Do   * Challenges existing practices * Develops new initiatives * Improves the quality of service, customer focus and profitability * Ability to accomplish a long range goal or vision * Reacts positively to change and setbacks |
| Taking Responsibility   * Accepts responsibility for own decisions and impacts on others * Involves others in decision making * Takes lead in difficult situations |

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| KEY ACCOUNTABILITIES: |
| KEY ACCOUNTABILITIES:   1. Vigorously maintain compliance with all Company codes of practice, escalating any issues to area managers or departmental management. 2. To ensure all work in progress raw materials and end products adhere to specification and to quarantine those that do not comply. 3. To collect samples and take swabs for laboratory testing in order to ensure product safety and maintain customer confidence, in accordance with departmental schedules. 4. To audit HACCP and traceability records to ensure compliance against standard and defend due diligence. 5. To arrange taste panels appropriate to the number of unique products made in order to measure conformance to specification and positive release. Log all findings, both positive and negative. Act upon negative results and escalate to manager. 6. To check and calibrate all listed relevant equipment to ensure equipment is fit for purpose and legal compliance of product is met. 7. To identify, plan and implement projects that seek to continuously improve the overall products produced 8. To ensure the monthly QA Audit regime is completed for shift allocations.     Audit book contains (included but not limited to);  Glass and Plastic audit  Probe, Water & Daily Scale checks  Micro Swab schedules / Hand Swabs  GMP audit  Monthly trace requirements  Process Audit  All CCP Weekly audits  Plaster reconciliation  Restaurant Audit  Positive air pressures  Report any non-conformances and ensure closure. Document Non conformance or concessions on the audit report.  Escalate any ongoing issues to line Manager.   1. Annual validation of HACCP; CCP parameters and controls. 2. Train any updates or changes to CCP procedure and policy to all relevant bakery employees 3. Perform annual competency reviews for all CCP operators. 4. Perform allergen validation swabbing to defined protocol. |