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| ROLE PROFILE | | | |
| **Job title** | Compliance & Raw Materials Manager | **Date** | July 25 |
| **Business** | Walker & Son | | |
| **Department** | Technical | | |
| **Location** | Leicester | | |
| ROLE SUMMARY | | | |
| Lead the Compliance and Raw Materials agenda for the site by owning the Quality Management System (QMS) and ensuring it supports the production of safe, legal, and high-quality products. Drive a proactive compliance culture through robust audit readiness, risk management, and technical governance.  Act as a key technical authority, representing the site during all internal, external, and customer audits. Ensure all technical systems are aligned with customer Codes of Practice, food safety legislation, and site-specific risks.  Manage the end-to-end raw material approval and validation process, working cross-functionally and with external partners to maintain robust supplier compliance and material integrity. Develop and lead a high-performing team focused on delivering accurate, timely data and continuous improvement across compliance and raw material performance. | | | |
| REPORTING STRUCTURE | | | |
| **Reports to** | Technical Manager | | |
| **Direct & indirect reports** | Senior Raw Materials Tech, Raw Materials Tech, Raw Material QA. Senior Compliance Tech, Compliance Tech. | | |
| **Key internal stakeholders** | QA, Operations, Hygiene, NPD, Commercial, Process, Tech services, Planning, Engineering, Supply Chain, Finance, Group Technical. | | |
| **Key external stakeholders** | All external customers, audit bodies and suppliers | | |
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| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| Own and lead the site Quality Management System (QMS) to ensure production of safe, legal, and high-quality products. Lead internal and third-party audit processes, ensuring audit readiness, root cause analysis, and timely closure of non-conformances. Represent the site during all food safety, quality, and legality audits.  **Responsibilities**   * Lead cross-functional site teams to consistently uphold audit-ready standards by ensuring rigorous adherence to the Quality Management System (QMS) and driving accountability at all levels. * Act as a key liaison between bakery operations and external stakeholders, supporting site teams through hands-on coaching and training to embed audit readiness, technical ownership, and compliance awareness. * Act as the primary site representative for all technical compliance matters, confidently leading auditor interactions and showcasing robust systems and practices. * Own and manage all internal, third-party, and customer audit processes, ensuring readiness, proactive risk identification, and timely, effective closure of all non-conformances. * Lead the completion and maintenance of all site risk assessments (including allergen, packaging, foreign body, and raw material risks), ensuring they remain current, relevant, and actionable. * Take full ownership of the site’s Food Defence Plan, including TACCP and VACCP, ensuring robust threat and vulnerability controls are in place and regularly reviewed. * Serve as Lead of the HACCP team, coordinating regular reviews and driving resolution of actions to ensure food safety plans are comprehensive and fully implemented. * Develop, implement, and maintain standard operating procedures (SOPs) for all compliance-related activities, ensuring documentation is controlled, accessible, and audit-compliant. * Govern a comprehensive Allergen & species validation programme. * Continuously evaluate and benchmark site systems against retailer Codes of Practice, ensuring full alignment and proactive implementation of required updates * Manage and maintain an effective traceability and mass balance system capable of delivering complete, accurate data for audits and investigations. * Oversee the raw material onboarding, approval, and validation process to ensure full compliance with customer specifications and internal risk controls prior to introduction to site. * Maintain strong oversight of raw material conformance and supplier performance, building collaborative relationships that drive continuous improvement and resilience across the supply base. * Lead and develop the Compliance and Raw Material technical team, ensuring high performance, strong technical capability, and delivery of accurate, timely information to all internal and external stakeholders. * Drive individual and team development through structured performance management (PDRs), clear objective setting, and active mentoring to build a high-performing, technically strong team. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| **Qualification**   * Minimum HND/Degree in a food related subject, or relevant experience. * Level 4 HACCP and Level 4 Food Safety   **Experience**   * Minimum 2–3 years’ experience in a technical compliance and raw material management role within a food manufacturing environment, ideally in a high-care or chilled setting * Proven track record in maintaining and developing site Quality Management Systems and leading audit readiness programmes. * Demonstrated experience in raw material approval, onboarding, traceability, and supplier performance management. * Experienced in leading HACCP, TACCP, and VACCP programmes with a strong focus on proactive risk management. * Strong working knowledge of UK retailer Codes of Practice and experience aligning technical systems to meet multi-retailer requirements. * Confident in hosting and responding to third-party, regulatory, and customer audits. * Skilled in interpreting technical data and using KPIs to drive compliance performance. * Experienced in using retailer web-based portals and internal traceability/document control systems. * Strong leadership capability with a history of coaching and developing high-performing technical teams. * Highly organised, with strong decision-making, communication, and problem-solving skills * Digitally proficient, with advanced Microsoft Office and Power BI capabilities | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | | | |
| **Competency** | **Descriptors** | | |
| Values 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 the 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.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |
| Resource Management | *Effectively manages resources and cost drivers to achieve sustainable productivity and profitability.* | | |
| Technical Expertise | *Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.* | | |
| Self-Management | *Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals.* | | |