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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.
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| 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
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| 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.* |