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|  ROLE PROFILE |
| Job title | Compliance Manager | Date | Oct 2024 |
| Business | Saladworks and Kettleby Foods (Meals Division) |
| Department | Technical |
| Location | Leicester |
| ROLE SUMMARY  |
| Manage the site Quality Management System, ensuring that adequate systems are in place to allow production of safe, legal and high-quality products.Support the internal audit process which governs the site’s compliance and drive the Meals QMS system and procedures and to provide comprehensive system & data to internal and external customers. Alongside technical management host and present to all food safety, quality and legality auditors and post action close outs. Build, develop and maintain effective relationships to ensure effective management of raw materials and suppliers.Working in partnership with internal stakeholders through a risk and performance-based approach to manage food safety and quality. |
| REPORTING STRUCTURE |
| Reports to | Technical Manager |
| Direct & indirect reports | Technical Analysts, QA |
| Key internal stakeholders | Technical Services, Operations, Hygiene, Commercial, Process, Planning, Health, Safety and Environment, Engineering, People Team, Supply Chain  |
| Key external stakeholders | All external customers, audit bodies and suppliers |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| To have overall responsibility for the Quality Management System ensuring that it is up to date, fit for purpose, complaint with food safety, quality and legal requirements and representative of bakery operations. **Responsibilities*** To actively engage and lead the cross functional site teams to maintain a top-level audit ready standard at all times through compliance with the Quality Management System.
* To ensure the culture of continuous improvement in site systems and audit readiness is driven through the entire culture of the business and through all site teams with a relentless pursuit of perfection. Management of all internal and third-party audit systems and corrective actions.
* The role is both bakery and external facing, support the coaching and development of all site teams to ensure they are completely aware of their roles and responsibilities with regards to audit readiness and preparation.
* To manage all site food safety risk assessments (e.g. allergen, packaging, foreign body) and maintain a constant up to date status.
* To be responsible for managing all sites systems and procedures.
* Act as the lead for the site HACCP team, arrange HACCP meetings and manage the action plan.
* Drive close out of audit non-conformance within agreed timescales.
* Manage a programme of validation data for all key processes (speciation, allergens, nutrition, shelf life) and govern compliance to programme from responsible departments.
* Lead and present all Technical compliance systems to auditors and visitors.
* To constantly review and gap assess all retailers’ Codes of Practice, ensuring the Technical Systems always fully reflect our retailer’s requirements.
* Manage the customer complaints systems ensuring timely responses to all complaints, analytical review of complaints to identify trends, recommend suitable actions to continually reduce complaint levels and communicate complaints performance to the business.
* To manage the internal audit process for hygiene, GMP, systems and CCPs ensuring it operates effectively to drive continuous improvement.
* To be responsible for the traceability system and mass balance process ensuring the systems can deliver the required data within the required timeframe.
* Manage the team of Technical Analysts, a Raw Materials QA Team Leader and Raw Material QAs to deliver on time, accurate information to internal and external stakeholders.
* Performance manage and develop team skills through PDR process and meaningful objective setting and active management.
* Manage a risk based incoming raw materials testing regime.
* Action and investigate adverse internal and customer micro and chemical results.
* Build, develop and maintain effective relationships to ensure effective management of raw materials and suppliers.
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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*** Experience in delivering and managing third party and customer standards
* Minimum 2 years’ experience in a Technical systems and / or raw material management role in a food manufacturing environment
* In depth and proven experience of food defence practices and TACCP and VACCP processes
* Experience of dealing with retailer Technical teams, local authorities and external audit bodies
* Experience of retailer web-based systems
* Ability to demonstrate a high degree of planning organisational and analytical skills
* Confident decision-making skills
* Effective communication skills
* A strong leader of people with previous experience and proven track record of developing people
* Focussed on achieving results
* A self-starter able to use own initiative with a pro-active approach
* Problem solving skills
* Ability to work well under pressure
* Computer Literacy (Word, Excel, Powerpoint, databases, Power BI)
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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.* |