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| ROLE PROFILE | | | |
| Job title | Compliance Manager | Date | 01/09/2023 |
| Business | Samworth Brothers | | |
| Department | Technical | | |
| Location | Bradgate Bakery | | |
| ROLE SUMMARY | | | |
| The role is based in a fast paced chilled food environment, which requires the use of initiative and “thinking on your feet”. This role will report to the Assistant Technical Manager.   1. To manage and develop the Quality Management System across the entire business ensuring that all QMS documentation is up to date, relevant, controlled and meets the requirements of legislation, industry standards, Samworth Brothers and all customers. 2. To establish and maintain a review process of customer, business and industry codes of practice to review compliance and present action plans to the Technical & Operational teams thus driving continuous improvement and best practice across site. 3. To maintain the process of internal auditing against the QMS to ensure compliance. 4. To ensure all customer & site KPI’s reports are completed accurately and timely and in line with customer and site requirements. 5. To positively communicate technical issues and updates by the most appropriate communication channels. To collate information relating to food issues / scares and similar events and communicate to Technical Management Team and other key business interfaces as required. 6. To manage the customer specification team ensuring all artwork is completed on time and accurate. 7. To operate in a safe working manner and support the site/ business on continuous improvement relating to health, safety and the environment. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Technical Manager | | |
| Direct & indirect reports | Quality Analyst, Compliance Technologist | | |
| Key internal stakeholders | QA Team, Raw Materials Team, Department Heads | | |
| Key external stakeholders | Suppliers, laboratories | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| This is not an exhaustive list and the role will require you to accept additional responsibilities.   * To manage and develop the Quality Management System (for example Quality manual and Doc Control process) across the entire business ensuring that all QMS documentation is up to date, relevant, controlled and meets the requirements of legislation, industry standards, Samworth Brothers and all customers. * To establish and maintain a review process of customer, business and industry codes of practice to review compliance and present action plans to the Technical & Operational teams thus driving continuous improvement and best practice across site. * To manage the internal audit process ensuring that audits are carried out by competent auditors in accordance with a documented audit schedule compliant with customer and audit body requirements. * To ensure that any non-conformances raised from the internal audit programme are closed out in a timely manner. * To ensure all customer and site KPI’s are completed accurately and timely and in line with customers and site requirements. * To chair the Food Defence Team with the Raw Material Manager and to lead the team with respect to TACCP and VACCP ensuring that a documented food defence plan is in place which is compliant with customer codes of practice and third-party audit requirements. * To positively communicate technical issues and updates by the most appropriate communication channels. To collate information relating to food issues / scares and similar events and communicate to Technical Manager and other key business interfaces as required. * Manage the onsite procedures reviewing and driving improvement with paperless systems strategy. * Collaborative working with FTG Compliance and Raw Material Teams * Manage the due diligence within the QMS to support site with third party audit and customer requirements completing gap analysis against site systems. * Develop and train the Technical compliance team * Working collaboratively with the QAM’s to strive for improvement within the bakery and controls. * Work with the raw materials team to look for opportunities to engage in responsible business strategies at site. * Manage all External Audit schedules and payments. * To support the Technical Manager during third party audits * To actively support the site incident management team when required. * To operate in a flexible manner, responding to changing circumstances/ scenarios to make things happen. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Degree in Food science or equivalent experience within the food industry * Experience within chilled ready to eat multi component food manufacturing * Experience with liasing and driving strategy with internal teams * Experience of requirements for BRC and customer standards * Excellent knowledge of MS Office – Word / Excel / Powerpoint | | | |
| 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.* | | |
| People Management | *The ability to understand people and their motivations, build good relationships with them and help them unlock their potential.* | | |
| Empowering others | *Creates an environment where people feel required and enabled to take ownership and responsibility.* | | |
| Coaching for performance | *The ability to help others achieve more through two-way feedback, clear direction and enabling.* | | |
| Analysis & Planning | *The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |