

## **Job Description**

<b>Job Title</b>	Quality Assurance Manager
<b>Job Purpose</b>	To ensure that the Company operates to food safety, legality and quality standards as defined by customers and legal bodies, through effective communication, implementation, monitoring and compliance of these standards
<b>Location</b>	
<b>Direct Report</b>	Technical Manager
<b>Direct Reports:</b>	Hygiene team, Quality Auditors
<b>Key Relationships</b>	Oasis Foods Technical Manager, New Product Development Manager and team, Operations management, technical team, Commercial Manager, customers and customers appointed representatives, suppliers and internal sales colleagues, Company Directors.

### **Key Objectives:**

1. To manage the QA team and their specific areas of responsibility;
  - a) Factory audits and adherence to schedules
  - b) Management of non-conformance
  - c) Laboratory sampling
  - d) Production quality checks
  - e) Equipment calibration status
  - f) Traceability exercises
2. Develop and implement schedules for QA activities and operations checks and procedures
3. Develop and implement procedures and work instructions maintaining customer standards
4. Maintain QA department work instructions and training records.
5. Ensure monitoring of incoming raw materials, intermediate and final product and manage any non-conformances, applying corrective and preventive actions
6. Monitor trends, generate KPI's, communicate and address issues
7. Coordinate hygiene team activities by effective communication with the Hygiene Team Leader
8. Ensure that microbiological, allergen and other sampling takes place in accordance with schedules, and retests are organised in a timely manner
9. Instigate incident investigations arising from factory issues, customer concerns or complaints, and determine corrective actions addressing root causes
10. Conduct internal systems audits in accordance with the schedule
11. Participate in and lead HACCP studies and risk assessments as the need

dictates

12. Participate and contribute to management reviews, audits and customer visits
13. Participate in preparation for customer visits/presentations
14. Coordinate and record staff hours, holidays, absence and disciplinary issues, keeping records as appropriate
15. Deputise for the Technical Manager in absence, and assist in busy periods and crises as required
16. Carry out other reasonable duties as agreed with the Technical Manager

### **Person Specification**

#### **1. Qualifications/Experience**

##### **Essential Requirements**

1. Ability to lead a team
2. To be proactive, look for improvements and take initiative
3. Ability to problem solve.
4. Basic food hygiene qualification
5. Computer competent in the use of MS Word and Excel
6. Conversant with BRC, IFS or other comparable customer standards
7. A-C GCSE in English Language and Mathematics
8. Ability to communicate well at all levels and to build good customer relations.

##### **Desirable Requirements**

1. At least 2 years experience in a food related environment
2. Previous functional experience in sandwich manufacturing, fillings or similar processes.
3. A higher level qualification in food science or related discipline.
4. Training and development skills
5. Ability to trouble shoot and solve problems

#### **2. Special Conditions**

The job holder may be required to work outside normal hours on occasions including weekends, bank and concessionary holidays according to the business requirements of the company.