



JOB DESCRIPTION

ROLE	Quality Manager
FUNCTION	Technical
REPORTS TO :	Technical Manager

MISSION

Responsible for the Quality Assurance of all products and packaging, ensuring compliance with all internal, HACCP, food safety, legal and Danone requirements. Ensure goods conforming to specifications and manufacturing procedures, as determined in company manuals. Ensure compliance, maintenance and continuous improvement of the food safety and quality systems including FSSC 22000 certification. Responsible for the management of the in-house microbiological laboratory testing facility and for maintaining the LabCred accreditation scheme.

MAIN RESPONSIBILITIES

- ▶ Working closely with Operations to ensure the smooth day to day running of the factory, guaranteeing non-conformances and food safety risks are resolved quickly, effectively.
- ▶ To manage the quality manual and be the HACCP deputy team leader for the site.
- ▶ To develop and maintain the internal technical KPI reports and communicate to the business.
- ▶ To manage the day-to-day operation of the quality function within the technical function to uphold the FSSC 22000 GFSI standard and ensure only safe products are released to trade.
- ▶ Ensure all Danone product testing schedules are met.
- ▶ Manage calibration and maintenance programmes for the laboratory equipment.
- ▶ Perform calibration audits to ensure the Shift Olympics are being carried out correctly and fairly.
- ▶ To manage the product control, positive release system, to ensure that all finished products are held, controlled, released, and effectively communicate results and any corrective actions throughout the business, and to the external warehousing.
- ▶ To effectively manage and develop the Quality Assurance Technicians providing clear routes for succession, and professional development.
- ▶ To provide technical expertise to the business and stand in for the Technical Manager when required.
- ▶ To be the champion of quality across the Company and assist the site in being audit ready.
- ▶ To be a champion for a positive Food Safety Culture across the business, and to pro-actively contribute to the development and demonstrable measurement of this.
- ▶ To ensure all non-conforming materials and finished stock are reported and isolated / quarantined as necessary and effectively communicated across the business.
- ▶ To effectively monitor and manage customer complaints through the Danone Waters Careline. Conduct investigations and ensure appropriate records and documentation are maintained.
- ▶ To manage the Internal Audit team and ensure adherence to the issued schedule.
- ▶ To liaise with other key stakeholders within the business.
- ▶ Any other duties your employer might reasonably expect.
- ▶ Deliver the technical inductions for new starters.

CRITICAL PATH, KEY CHALLENGES, LIMITATIONS

- ▶ Influencing quality processes across the site
- ▶ Ensuring a quality culture across site
- ▶ Managing a small team

WHAT ARE THE KEY MOTIVATORS FOR THE RIGHT CANDIDATE



This role is critical to ensure the compliance of our site, and is the main point of contact at Harrogate Spring Water for Quality. The role holder will work autonomously under the guidance of the Technical Manager to ensure compliance.

EDUCATION & PROFESSIONAL EXPERIENCES NEEDED

- ▶ Degree in food, quality of Chemistry/ microbiology
- ▶ Minimum 3 years previous quality management experience in food manufacturing.
- ▶ HACCP, food Safety and a recognised auditing qualification.
- ▶ Working knowledge of GFSI Standards.
- ▶ Chemical and Microbiological Laboratory management.
- ▶ Training and Development of QA staff.
- ▶ Proficient in Excel
- ▶ Safefood experience would be beneficial

FUNCTIONAL, BEHAVIOURAL COMPETENCIES NEEDED & TECHNICAL SKILLS

- ▶ Excellent communicator organised and analytical.
- ▶ Ability to motivate
- ▶ Effective influencer
- ▶ Competent in Microsoft application.
- ▶ Approachable and team player.
- ▶ Resilient and adaptable
- ▶ Detail focused.

COMPENSATION & BENEFITS

DANONE JOB GRADING

LEVEL:

TARGET BONUS %: