



# Quality Assurance Manager



## Job description

**WE SUPPORT THE BUSINESS IN PROJECTS AND IMPLEMENTATION, OPENLY SHARING OUR KNOWLEDGE AND INSIGHT TO HELP SHAPE THE PROCESSES AND PROCEDURES IN PURSUIT OF EXCELLENCE. WE ARE PROUD OF THE PRODUCTS WE PRODUCE, AND ALL THE BRANDS WE REPRESENT.**

## The finer details

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Which site am I based at?

Newton Abbot

Which team am I a part of?

Site Technical

Who do I report to?

Site Technical Manager

Who do I look after?

4 Quality Assurance

Technologists and Auditors

Do you have responsibility for a budget?

Not directly

## The purpose of your role

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To ensure that all systems and processes throughout the site impacting legal, food safety and quality standards, are being followed, continuously improved and meet the YV manufacturing standard at all times.

- ♥ Ensure all activities are completed safely, following clear controls, understanding and instructions at all times and fully supporting a safety first culture.
- ♥ Complete all tasks in a way that minimises risk to Food Safety and Quality following trained procedures.
- ♥ Work and engage with colleagues following the YV Values and Behaviours framework.
- ♥ To ensure that the effectiveness of systems and processes in all areas are regularly validated and verified to meet legal, food safety and quality standards as defined in the YV and customers' codes of practice.
- ♥ Identify opportunities for improving systems to be more efficient in operation or more effective in meeting legal, food safety and quality standards.
- ♥ Take the lead in providing technical expertise and advice where significant issues occur impacting food safety or quality, identifying immediate control actions required and co-ordinating investigations.
- ♥ Work with all stakeholders to carry out investigations of significant deviations from standards, to identify root cause and implement sustainable improvements

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## Qualifications & experience

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### Essential:

- ♥ Demonstrable experience within a relevant technical management role within the food industry
- ♥ Relevant food related degree
- ♥ Strong people management, influencing skills
- ♥ Practical experience of BRC accreditation and retailer standards
- ♥ Good IT skills, ability to manipulate and present information effectively

### Desirable:

- ♥ Dairy science / manufacturing experience
- ♥ A recognised audit qualification

- ♥ Identify areas requiring technical education; develop, organise and deliver content.
- ♥ Assist in identifying, developing, maintaining and monitoring departmental KPI's, regularly reviewing that target levels are appropriate and achievable.
- ♥ Ensure the NPD process delivers products that are legal, safe and with quality attributes that can be consistently achieved.
- ♥ Collate and present detailed reports in a clear and concise manner to site, external stakeholders and customers.
- ♥ Assist & lead, external audits & customer visits
- ♥ Deputise for Technical Manager

## what good looks like for this role

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### Food Safety

Detailed and extensive experience and knowledge of Food safety and quality systems and processes. Considered a subject matter expert (SME) and is able to share effectively, in a simple way, so the business understands the requirements and benefits.

### Coaching

Able to coach and educate at all levels across the business to ensure Due Diligence requirements are understood and met at all times.

### Energy & Prioritisation

Exhibits enthusiasm and encourages others to complete work in a timely manner, gaining satisfaction from team achievement. Clearly demonstrates team Prioritisation and facilitates team to work smart

### IT / Systems /Technology

A clear understanding and passion for systems and process.

## HR use

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Date of last review:

Job reference no:

Job level:

Job family:



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