



# Quality Assurance Technologist

The finer details

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Which site am I based at?

Which team am I a part of?  
**Technical**

Who do I report to?

**QA Manager**  
Who do I look after?  
**No direct reports**  
(Depends on size of team)

Do you have responsibility for a budget?  
**No**

## Job description

We are the custodians of our customers and consumers' expectations and support the business in achieving a true quality, food safety focused, working environment.

We identify & 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 purpose of your role

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- ♥ Upholding legal, customer and consumers expectations, ensuring we are operating in a true quality, food safety focused, working environment. Support and coach all site functions on food safety and quality aspects of production
- ♥ Facilitating Solutions through collaboration with key stakeholder engagement

## Your key responsibilities:

- ♥ Being a champion of quality culture across the site.
- ♥ Applies experience and learned knowledge to provide advice and guidance to stakeholders across the business.
- ♥ Able to create and implement Processes, clearly written procedures and controls to manage our company standards.
- ♥ Involved in defining and owning the success criteria and expectations for product development trials.
- ♥ Highlights and drive and lead (where appropriate) Projects and CI opportunities with support of relevant stakeholders ensuring cross functional working and great communication.
- ♥ Identifies potential domino effects or chain reactions caused by new process steps or decisions and implications to food safety. Acts or escalates to mitigate risks.

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# Qualifications & experience.

## Essential:

- ♥ Science based degree or demonstrable experience in a similar role
- ♥ HACCP level 3
- ♥ Good understanding of food processing parameters and controls
- ♥ Internal audit qualification

## Desirable:

- ♥ HACCP level 4
- ♥ 2<sup>nd</sup> / 3<sup>rd</sup> Party audit qualification
- ♥

- ♥ Has a good understanding of process capability and is able to troubleshoot process deviations, set up process monitoring to determine process stability.
- ♥ Facilitate the RCA process to lead investigations and drive improvement.
- ♥ Provides expertise on industry and customer standards and requirements.
- ♥ Is able to interpret and assess customer requirements, codes of practice and policies to determine compliance.
- ♥ Is able to support the business in meeting customer and industry standards
- ♥ Audit output trending and confirmation of compliance, Supporting and reporting on Corrective actions.
- ♥ Is confident in leading appropriate external audits.
- ♥ Deputises for QA Manager and takes responsibility to lead resolution of site issues in the absence of senior managers (eg weekends)

What good looks like for this role

## Decision Making

Collaborates in issue resolution and, when appropriate, escalates in response to issues raised or identified.  
Revises scope of verification activities based on data and findings.

## Coaching

You should be able to inspire those around you with your passion and knowledge on food safety and product. We expect you to actively coach the teams you interact with.

## Prioritisation

Proactively prioritises based on risk. Your typical horizon should be 3 months.

## Attention to detail and accurate communication,

All communication, verbal and written must be accurate, effective and tailored to the audience at all levels in the business.

## Problem resolution with sustainable solutions

Coaches or facilitates RCA to provide sustainable solution. Uses trends, data and facts to drive continuous improvements to support business objectives.

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# HR use

Date of last review:

Job reference no:

Job level:

Job family: