Job Title: Quality Assurance Technician

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| **Purpose:** To ensure a precise and accurate technical service is provided in order that product is produced and despatched Right First Time every time.  |
| KEY Responsibilities | **KEY PERFORMANCE INDICATORS** | **SKILLS & EXPERIENCE** |
| * Essential to become part of a team player.
* Participation in Safety behaviour Programme
* Accountable for the correct set up, calibration and verification of all quality instruments.
* Carry out chemical / microbiological / packaging and sensory analysis as documented in the quality plans.
* Ensure that quality specifications and requirements are clearly understood by manufacturing teams and escalation parameters out of specification are actioned or communicated
* Proactively Support production at all times
* Attend Operations and department team meetings
* Organise and chair Quality meetings as required
* Co-ordinate teams focused on continual quality improvement and problem resolution.
* Work across all areas of the business.
* Report, record and investigate non-conformances, ensuring close out of all actions including visual management and trend analysis
* Carry out and be leading housekeeping and food hygiene audits across all departments
* Work to Annual Goals and Objectives
* Calibration and repair of Laboratory / Production equipment and involvement in the set up, commissioning and running of new Laboratory / Production equipment, including new techniques.
* Analysis and reporting of consumer complaints.
* Compiling and communicating Technical reports.
* Trending of data and identification of areas of concern
* Creating and delivering training packages
* Auditing of Systems, Hygiene, HACCP and Suppliers.
* Provide internal customers with a first class level of service.
* Use and development of all software systems.
* Ordering of stocks and consumables.
* Plan and lead quality improvement projects
* Flexibility within the Group Technical Function
 | This position will require achievement of all the site Quality and Food Safety targets with a particular focus on:* Internal Customer Satisfaction
* Food Safety Compliance
* Right First Time
* Cost of Quality
* Consumer Complaints
* Trade complaints
* Keg Returns
* Microbiological Index
* PhysChem Index
* Housekeeping standards
* Timely close out of corrective actions and implementation of effective preventive actions
* Quality process compliance
* BRC, ISO 22000, ISO 9000, FEMAS & HACCP external audits
* Customer Audits.
* Adherence to Quality Plans
 | * Recognised Science Qualification with a minimum of 2 years experience in food/ drinks/ pharmaceutical laboratory environment or other
* Experienced in Chemical, Microbiological, Sensory and Packaging Analysis.
* Data collation and Report writing
* Project Management
* Demonstrated ability to direct and influence people
* Excellent interpersonal and communication skills
* Strong planning and organizational ability
* Working knowledge of HACCP and Quality systems.
* Computer literate with knowledge of excel, word or other QMS package.
* Understanding of Customer Service
* Continuous improvement focus
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| Dimensions of Role: Reports to QA Manager. Provide support to other departments.  |