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 |
| Dimensions of Role: Reports to QA Manager. Provide support to other departments. | | |