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| **Job Title** | **Quality Improvement Specialist** |

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| **Reporting to** | Food Safety & Compliance Manager |
| **Business Unit** | Bulmers Irl |
| **Department** | Quality |
| **Job Grade (if applicable)** |  |
| **Location** | Clonmel |
| **Travel Requirements (if applicable)** | Will be required depending on the needs of the business. |

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| **Role Summary** |
| The role of Quality Improvement Specialist is accountable for evaluating and improving the effectiveness and efficiency of organizational procedures and processes. Responsible for carrying out chemical, microbiological, packaging and sensory analysis as required, from crushing stage to finished product stages of production. |

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| **Key Accountabilities -** |
| 1. **Quality Assurance:**    * Accountable for achievement of site quality KPI’s    * Chemical, microbiological, packaging and sensory analysis    * Analyse data and identify problem areas to develop quality improvement plans and validate & interpret test data    * Monitor progress of improvement plan and adjust as necessary    * Collaborate with cross functional teams to identify areas for improvement and develop solutions    * Ensure that quality standards are met through regular audits and inspections & manage schedules of same    * Investigation of complaints, analysis and reporting    * Management of COA’s & COC’s    * Compiling, trending and analysis of relevant quality reports from crushing through to packaging    * Investigating and close out follow up of Supplier Non Conformances    * Investigating and assisting with establishing root cause for Internal Non Conformances and close outs    * Create quality training packages and roll out to site where necessary    * Encourage an environment of continuous improvement, teamwork, and knowledge sharing    * Foster a culture of safety, collaboration and high performance within the quality team    * Part of TACCP team 2. **Continuous Improvement:**    * Drive continuous improvement initiatives to increase efficiency and effectiveness of the process    * Analyse root causes    * Collaborate with cross functional teams to identify opportunities for process improvements 3. **Compliance & Safety:**    * Ensure that all activities comply with relevant industry standards, safety regulations and environmental guidelines    * Foster and promote an environment of safety ensuring the well-being of all colleagues and drive efforts to reduce safety risks ensuring that all colleagues adhere to safety protocols and drives best practices    * Conduct and present findings and recommendations with regular safety audits and risk assessments to mitigate hazards 4. **Budgeting & Cost Management:**    * Evaluate and propose cost-saving initiatives without compromising quality or safety 5. **Customer & Supplier Management:**    * Manage relationships with external Customers & Suppliers 6. **Reporting & Documentation:**    * Maintain accurate records of quality records.    * Maintain reports for relevant labs and associated activities. 7. **Project Management:**    * Manage/design    * Prioritise and manage    * Lead and develop project timelines, budgets and resources allocation.    * Integrate industry best practices to support achievement of project objectives.    * Coordinate cross-functional teams to ensure successful and timely project completion. |

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| **Key Stakeholders** |
| **Internal –**  Site Operations Manager, Site Leadership Team, Production teams, Warehouse, EHS, Procurement, Environmental team, Quality, Finance. |
| **External –** Contractors, Suppliers, Third party service providers, Government bodies, Inspecting organisations, Licensing organisations, Public utilities. |

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| **Skills** |
| * **Skills & Abilities:**   + Strong analytical skills with the ability to identify patterns and trends   + Excellent written and verbal communication skills   + Ability to work collaboratively with cross functional teams   + Proficiency in Microsoft Office and data analysis software   + Knowledge of industry best practices in quality improvement   + Ability to manage multiple priorities, projects and deadlines in a fast-paced environment   + Ability to drive change, through positive communication channels   + Ability to challenge and influence at all levels to encourage positive change |

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| **Experience and Qualifications** |
| * **Education & Experience:**   + Degree-level qualification in a relevant discipline   + Minimum 2 years proven experience as a Quality Improvement Specialist or similar role   + Minimum Level 2 in HACCP or equivalent   + Strong understanding of fast paced manufacturing processes |