

**Job Title: Quality Assurance Supervisor Floats**

**Reporting to: (Senior) Quality Assurance Manager**

**Hours: 39 Hours, Rotating shift pattern, 6am-2pm, 2pm-10pm.**

**Job Purpose:**

To ensure compliance to official standards (CLAS, BRC, customer codes of practice & HACCP) are maintained at all times, and that the site is audit ready, though effective management of systems and introduction of ways of working.

Promote a continuous improvement environment with regards to GMP, customer standards compliance, customer complaint reduction.

To be the key technical presence within the factory working alongside other departments to promote efficiency and accuracy of the products we produce through the maintenance of Safety, Quality, legality, and authentic practices.

To manage a small team of QAs through the deliverance of training and effective communication of expectations and provide support for holidays/staff absence cover

**Key Responsibilities:**

* To take the lead on investigation of complaints and non-conformances ensuring thorough investigation through root cause analysis is completed along with collaboration with cross-functional teams to implement corrective and preventive actions to address quality issues.
* Completion, management, distribution, and trending of internal audits.
* Analyse quality data and metrics to identify trends, root causes, and areas for improvement.
* To identify training needs within the department and ensure adequate skilled cover that assures the ability to produce to standard performance, ensuring accurate analysis takes place within the department.
* The delivery of training and team briefs to the wider business where required, such as CCP audit training
* To provide support and manage direct reports in line with company policies and procedures, including absence, return to works and any potential disciplinary and grievances and carry out annual performance appraisals for direct reports.
* To create a high level of motivation within your team through sound leadership.
* To manage an effective Quality Assurance service to the business with specific emphasis on creating a ‘right first time’ operating system, keeping non-conforming product to a minimum and ensuring correct procedure is followed with regard to the specific requirements of items or product on ‘hold’.
* To ensure good communications are maintained within the organisation, working with Production, Hygiene and Engineering departments, to use their knowledge and skills to identify problems and implement opportunities.
* To identify potential benefits with new methods and procedure and maintain the laboratory CLAS standard of accreditation.
* To support with the maintenance of HACCP and ensuring the information provided is communicated accurately.
* Take part in project work to ensure continuous improvement within the business.
* To be responsible for the co-ordination of the laboratory sampling schemes
* To manage the general maintenance of the laboratories including purchase of equipment used and maintenance of calibration and servicing agreements.
* Attend daily production meetings and other department meetings as required.
* Involvement in new product development process, trials, and launch.
* Assistance during external audits on the day and post audit action close out where required.

**Skills and Experience Required:**

Essential:

* Previous supervisory experience
* HACCP and food safety training
* Good communication skills
* Good knowledge of Microsoft systems
* Excellent attention to detail

Desirable:

* Experience working to CLAS standards

**Key Relationships**

QA teams, QA Manager, Senior QA Manager, operational teams, technical teams

Signed on behalf of F Duerr & Sons LTD:

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed by the Job Holder:

Name : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_