



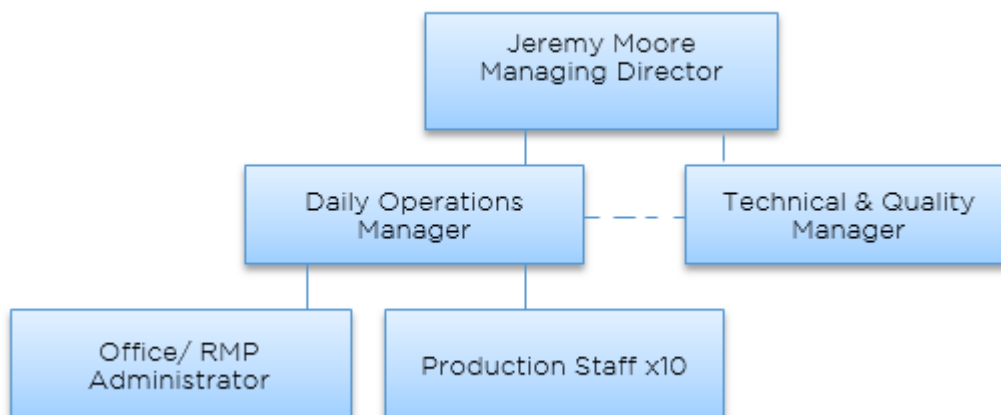
Job Description – Technical and Quality Manager

Position Title: Technical and Quality Manager
Incumbent: TBA – newly created role
Responsible to: Owners
Date: March 2017

Purpose:

To manage quality, compliance and technical support (including Product Development) across the Dry Food Limited business and associated businesses. Ensure that the company complies with the standards that the Senior Management team have agreed to work within and that are required by customers and regulatory authorities.

Structure:





Principle Accountabilities:

Accountability	Main Duties	Percentage
Quality	<ul style="list-style-type: none"> • Review and develop quality assurance and quality control policies and procedures across the production and supply chain • Review, establish and implement agreed performance standards (SOP's) • Continually review and improve quality systems and SOP's • Develop and implement quality control in all aspects of the factory, in consultation with the Operations Manager and Managing Director • Implement sampling / audit process which ensures all inputs into finished product are in line with agreed quality standards • Ensure finished product testing is completed • Understand and interpret the results and work on corrective actions where required • Complete and advise on other testing as required • Sign-off on finished product ensuring that it meets quality standards • Oversee H&S and quality induction and training for all new and existing staff • Ensure adequate product traceability systems are in place and followed • Develop and improve in-house food safety and quality training programmes 	40%
Compliance	<ul style="list-style-type: none"> • Ensure compliance with the standards we have agreed to work to i.e. MIP, MBIE, RMP, HACCP, export certificates, 21 CFR dietary supplement GMPs, etc. • Ensures all food safety documentation and specifications are prepared and maintained to agreed standards at all times • Keep current with standard requirements and legislation changes both locally and in the international markets we trade in. Update and advise the team on any changes • Work with the Managers to implement ongoing improvements to the food safety manual and its associated procedures • Assist external auditors with the audit process and address any non compliance or corrective actions raised with Managers • Reports to Managing Director and Operations Manager on production results and audit of production systems accordingly • Part of the management team ensures Health and Safety standards are maintained in accordance with the Health and Safety at Work Act 2015 	35%
Product Development	<ul style="list-style-type: none"> • Ensure that any product development programs meet compliance requirements • Drive trails from concepts through to factory production, ensuring that all relevant steps are covered and feedback is 	10%



	<p>recorded</p> <ul style="list-style-type: none"> • Ensure any labels or specifications are compliant for legislations or other requirements • Continuous improvements of existing product following feedback from customers • Ensure all outbound delivery documents are in compliance with agreed standards 	
Customer Complaints	<ul style="list-style-type: none"> • To investigate customer complaints and any non-conformance issues, liaising directly with the affected parties to ensure a satisfactory resolution • Analyse trends in non-conformance and project managing corrective and preventative actions • Ensure owners and management team is kept informed • Direct recalls as required by country specific regulations 	5%
Suppliers	<ul style="list-style-type: none"> • Ensure all contract manufacturers and raw material and packaging suppliers meet food safety and product quality expectations 	5%
Miscellaneous	<ul style="list-style-type: none"> • As directed by the Owners 	5%

Competencies:

Communication skills	<ul style="list-style-type: none"> • Builds constructive and effective relationships with those inside and outside the company • Able to motivate staff to implement changes • Approachable • Systematic and organised and can help drive change in the business • Excellent written and verbal communication skills • Written communication is accurate, no spelling mistakes and takes pride in producing high quality work • Ability to work within a small but growing contract manufacturing environment
Problem Solving	<ul style="list-style-type: none"> • Able to analyse a situation, draw conclusions and make recommendations • Is observant - notices details and patterns of information that could easily be overlooked, but which are relevant to the problem being considered
Action orientated	<ul style="list-style-type: none"> • Self-motivated/self-starter • Able to operate with minimal supervision • Enjoys working hard; is action orientated and full of energy and enthusiasm • Motivated to do things better – able to analyse and identify process and system improvement opportunities
Analytical skills	<ul style="list-style-type: none"> • Strong analytical skills – able to analysis information to identify key issues, problems and relationships • Ability to trouble shoot • Good mathematical skills and ability to conduct statistical analysis



Interactions:

Internal

- Owners
- Operations Manager
- Administration
- Supervisors and production staff

External

- Independent Contractors
- Other regulators, suppliers, auditors and customers

Skill and Experience:

- At least 5 years of Quality experience preferably within the pharmaceutical or food industry
- Ideally experience working in a contract manufacturing environment
- Understands relevant legislative requirements
- A tertiary qualification is preferred
- Understands and can demonstrate knowledge of product development processes, analysing laboratory results and making considered decisions