**Role Description & Person Profile**

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| **Role** |  |
| **Job title** | Quality Compliance Technician |
| **Division** | Premier Nutrition |
| **Department** | Nutrition/Technical |
| **Location** | Rugeley/Fradley |
| **Team Structure**  Reports to, direct reports, etc**.** | Reports to: Quality Manager, Rugeley  No direct reports |

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| **Description** |  |
| **Impact Statement**  The contribution of the role to achieving the overall business objective. Span of impact.  Main purpose, focus of the role. | To proactively support and participate in the quality function within Premier Nutrition. The aim being to provide excellence in nutritional and technical support to ensure that the needs of the customers are met in line with Premier Nutrition’s role as a leading innovative nutritional business. |
| **Role Objectives**  The key responsibilities and key accountabilities of role. (5 to 10 areas) | * Analysis and release of incoming raw materials – documented follow up with supplier on out of spec raw materials and root cause. * Analysis of raw material, in-process and finished goods samples in accordance with the process verification schedule, and as and when requested by both internal and external customers. * Preparation of samples for external analysis * Reporting and following up of Out of Specification results in a timely manner * Collating data and providing comprehensive, quality information back to suppliers or purchasing department on raw material performance * Analysis of external results and data entry as necessary * Equipment calibration, as necessary * Maintenance of good housekeeping and hygiene standards, operating a clean as you go policy. * Supporting the Quality Team to achieve results, to meet all team & business objectives * Document completion in relation to sub-standard raw materials * Control of non-conforming products – release and investigation * Factory Standards Auditing – Hygiene audits, glass audits * Investigation and reporting on internal quality failures * Internal audits against documented standards i.e UFAS, * Support the operations teams on addressing non- conformances and internal failures raised from internal / external audits. * Attendance to team and business meetings as necessary * New raw material assessment – working in conjunction with purchasing and operations teams * New supplier / material assessment * Develop and maintain a working relationship with external laboratories – methods, turnaround times, queries, complaints. * Circulation of C of A’s as required by customers * Ownership and maintenance of Process verification and analysis schedules. * Complaint investigations |
| **Key Stakeholders**  What are the challenges of the relationships, communication strategies required, etc | Understanding customer and business needs will be essential.  Key stakeholders: Nutrition team, management team, customer services and external sources of knowledge. |
| **Scope**  Depth, breath of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility. | This role requires a capacity to, process and interpret numerical data, identify and action trends. Work with business software systems.  The ideal candidate must have the ability to grasp allocated tasks quickly work on their own initiative and support the quality, technical and operations teams as required.   The ability to prioritise and distil information, will be essential and where applicable translate this to a commercial value proposition and communicate this internally and externally.  Good interpersonal skills with internal and external customers will be essential. |

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| **Person Profile** |  | **Essential or**  **Desirable** |
| **Knowledge**  Consider number of years’ experience, any formal qualifications genuinely necessary or any key areas of knowledge. | * Ideally, a minimum of 2 years relevant food/laboratory/ agriculture experience. * Educated to A-level or equivalent, preferably in science, maths related subjects * High level of experience of using Microsoft Office * Experience using I.T.-based auditing tools would be advantageous. | E  E  E  D |
| **Key Behaviours**  Consider which of our Guiding Principles are particularly relevant and also any role specific behaviours. | * Excellent communication skills – ability to deal with people at all levels, internally and externally, with the credibility to make a significant impact within the business. * Ability to work on own initiative but equally happy working in a small team. * Attention to detail and strength of character to challenge the status quo. * Must perform well as part of a multi-functional team. * Good organisational skills | E  E  E  E |
| **Other Factors**  Travel, shiftworking, HGV Licence, etc. | Prepared to travel where needed in the UK and overnight stays may be required.  Valid driving licence required    Be prepared to work across the sites | E  E  E |