**Job Description**

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| **Job title:** | Head of Quality |
| **Reports to:** | AB Neo Managing Director and indirectly into the central AB Agri Quality Team |
| **Location:** | Flexible – ideally based at one of the existing AB Neo manufacturing sites |
| **Direct & Indirect Reports:** | 4 direct reports - Local Quality Managers on each site |
| **Overall Purpose:** | To lead and be responsible for the development and delivery of the Feed Safety and Quality Management Systems across all AB Neo sites to meet AB Agri, assurance, legislative and customer requirements with maximum commercial pragmatism, working across AB Agri where relevant.  To actively drive change and continuous improvement across AB Neo. |
| **Key Responsibilities:** | **Strategic Leadership**  Develop and implement an AB Neo Quality Strategy across the group that supports delivery of the business strategy, AB Agri quality strategies and all relevant legislation and procedures.  To lead and develop the AB Neo Quality Team, ensuring a qualified, competent and motivated team is in place across the organisation that drives a Total Quality culture throughout AB Neo.  Accountable for the delivery of the *Target Zero* quality framework across AB Neo  Prepare, develop and manage the overall Quality budget working closely with finance to maintain control of overall spend  **Compliance and Quality Systems**  Accountable for ensuring that all manufacturing sites achieve and maintain relevant certifications at each manufacturing site.  Accountable for auditing and accrediting all 3rd party Toll manufacturers.  Ensure compliance with EU and local feed safety regulations and customer requirements.  Ensure compliance with regulatory requirements for all products in all markets. Ensuring products are registered in a timely manner in markets in line with the commercial and wider business strategy.  Ensure each manufacturing site has and maintains an up-to-date QMS, including written quality procedures, policies and work instructions  Create and implement an AB Neo Quality Management System  **Operational Excellence**  Drive continuous improvement across the quality team in AB Neo.  Standardise quality processes, documentation and reporting across the business.  Monitor and report on key quality metrics (eg. Customer complaints, non-conformances etc)  **Cross functional collaboration**  Manage the supplier approval and assessment process and ensure that it is followed by all stakeholders including Procurement.  Coordinate and promote appropriate training and development activities related to feed safety and quality across all teams  Ensure the Operations team understand all aspects of the Quality System, Quality Assurance, Legal and Customer requirements and are u practical and fully operational.  Work with commercial leads to ensure customer needs are met and value is added wherever possible. |
| **KPI’s** | # feed safety incidents  # Target Zero  # Customer Complaints  # Feed Safety Benchmarking  # Total Assurance  #Nonconformities (internal and external) |
| **Additional Information** |  |

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| **Person Specification** |  | **Essential / Desirable** |
| Skills and Qualifications: | * Demonstrable experience in a quality role in manufacturing animal feed/pet food/human food * HACCP and auditing Qualification * Previous experience of manging remote teams * Full EU Driving Licence * Understanding of formulations, underpinned by sounds technical knowledge * IT literate (spreadsheets ) | E  E  D  E  D  E |
| Key Behaviours: | * Understanding of how to balance practical commercial delivery with quality standards to achieve the best long term outcomes * Strong collaboration and influencing skills * Role models high standards and promotes the reputation of AB Neo * Clear, approachable and adaptable communication style * Ability to drive process improvement * Planning and organisation skills * Ability to build relationships and provide constructive challenge and support to a diverse team * Attention to detail |  |
| Other factors: | Regular travel in Europe will be expected as part of this role |  |
| Date Agreed: |  |  |
| Authorised by: |  |  |