**Role Description & Personal Profile**

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| **Role** |
| **Job Title:** | Quality Lead  |
| **Division:**  | AB Neo UK |
| **Department:** | Quality |
| **Location:** | Melmerby |
| **Role Type:**Permanent, FTC etc | Permanent |
| **Team Structure:**Reports to, Direct & Indirect Reports | Reports to: AB Neo Head of QualityDirect Reports: QA Assistant and Weighbridge Operators (x2) |

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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 effectively manage and develop the delivery of Quality Policy and Quality Assurance at Melmerby to meet assurance, legislative and customer requirements with maximum commercial flexibility and practicality and working cooperatively across AB Neo to harmonise standards where appropriate. To actively drive change and continuous improvement. |
| **Feed Safety** | Understand the impact of processes and actions on Feed Safety.Carry out tasks and procedures as trained. |
| **Key Responsibilities:**The key objectives and accountabilities of the role. (5 to 10 areas) | * Lead the Quality team
* To manage the application of AB Agri Quality Policy and overall HACCP Management Systems throughout the manufacturing operations at Melmerby
* Effectively manage QA & QC analysis for all raw materials and finished feeds
* Monitoring performance of both raw materials and finished feeds
* Monitors results from finished product testing identify areas for improvement
* Works with the local Procurement Lead to establish quality requirements from external suppliers
* Acting as a catalyst for change and improvement in performance/quality
* To ensure that all customer and legal requirements in terms of all aspects of product quality and labelling are being achieved by monitoring and the initiation of action
* Responsible for monitoring, processing and owning all complaints, while maintaining a complaints log and developing a resolution and preventative action system
* To work collaboratively with the Operations Team to ensure all aspects of the Quality System, Quality Assurance, Legal and Customer requirements are understood, practical and fully operational
* Making sure that manufacturing or production processes meet international and national standards
* Maintaining controls and documentation procedures
* Manages information request/supports audit completion (DEFRA, UFAS,VMD)
* Ensures all legislative considerations are adhered to
* Active member of the RM/QC team, providing cover and assistance where appropriate
* Commitment to advocate and embed the AB Neo culture.
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| **KPI’s**  |  |
| **Key Stakeholders**What are the challenges of the relationships, communication strategies required etc | * AB Neo Quality team
* Site Operations Manager
* Customers
* Raw Material Suppliers
* Assurance Schemes
* Feed Law and Feed Safety Enforcement Bodies
* Commercial teams
* AB Agri Compliance and Risk Management Team
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| **Scope**Depth, Breadth of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility | A passionate proactive quality professional who understands the importance of Feed Safety and Quality Assurance in all parts of the business and is open to opportunities for maximising synergies across AB Neo and AB Agri.Has responsibility for the management of Quality Assurance within budget and for the QC Testing and Assurance delivery costs. |

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| **Person Specification** |  | **Essential / Desirable** |
| **Knowledge:**Consider number of years’ experience, any formal qualifications genuinely necessary or any key areas of knowledge. | * Experience in working with customers in a commercial/Quality Assurance environment
* Up to date with current feed manufacture legislation
* HACCP and auditing Qualification
* Comprehensive understanding of formulations, underpinned by sound technical knowledge
* Ability to handle complaints effectively
* Experience of compiling and presenting reports and data
* Highly effective verbal communication skills with the ability to tailor messages to the needs of the recipients
* IT literate (spreadsheets & formulation packages). Proficient in AX and Datastor
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| **Key Behaviours:**Consider which of our guiding principles are particularly relevant and also any role specific behaviours | * Understanding of practical commercial delivery to achieve outcomes
* Ability to collaborate and influence others
* Communication Skills
* Attention to detail
* Ability to drive process improvement
* Planning and organisation skills
* Ability to build relationships
* Works well in a team, supporting colleagues
* IT skills
* Strong analytical skills
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| **Other factors:**Travel, Shift Working, HGV Licence etc | Adopt a creative use of technology, travel, communication mediums and face to face interaction to deliver results & team engagement, whilst achieving a sensible work life balance. | E |
| **Date Agreed:**  |  |
| **Authorised by:** |  |