**Role Description & Person Profile**

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| Job title: | Quality Assurance Manager |
| Reports to: | National Feed Safety, Quality and Regulatory Manager |
| Location: | Home Based – Regionally located specific to sites |
| Direct & Indirect Reports: | None |
| Role Overview | Responsible for the Quality Assurance of the products ABN supplies to customers and ensuring Feed Safety principles are upheld within the business, understands the challenges of balancing customer requirements and Operational & Business objectives, with the delivery of compliance, quality and feed safety.  Working collaboratively across functions, particularly Supply Chain, and engaging with customers so that the business and customers are confident in the quality and safety of the products supplied. |
| Key Responsibilities: | * Taking personal responsibility for Feed Safety and Quality in your designated sites (and others where required) * Working closely with Operations to ensure that actions in relation to compliance, product quality, and feed safety are delivered. * Ensuring Operations, Customer Services and all Commercial departments understand what is required of them in respect of Feed Safety and Quality. * Ensure relevant engagement to manage complaints through to resolution, at aligned sites, supporting Supply Chain (centrally and at site level) with root cause investigation and corrective actions, which may include Third Party Supply, Customer Services, Central Transport, Procurement and Nutrition. * Facilitate the use of reports, data and information both internally and with customers where relevant. * Work with Commercial colleagues to build and maintain relationships with customers to gain trust and confidence in product quality and feed safety. * Identifying gaps in existing feed safety and quality management processes and work collaboratively to implement documented controls and systems. * Contribute to and support the team in the development and review of procedures, referencing AB Agri policy and business/industry requirements. * Deliver and support delivery of relevant feed safety and feed quality training at mill level (including induction training, UFAS feed safety training and specific quality activities) * Ensure that aligned sites comply with the law and relevant feed assurance schemes, in line with ABN and AB Agri Quality Policy and customer requirements. * Ensuring the maintenance, regular review and development of HACCP Studies to ensure that Feed and Food Safety is central to the business. * Participation in external industry and customer audits and providing follow up, internal auditing and corrective action resolution and reporting support. * An ability to translate and deliver quality and feed safety related information in a clear understandable and engaging way. * Ability to challenge in a constructive way to achieve quality and feed safety focused outcomes. |
| Key Stakeholders: | * Operations managers at the aligned mills; Commercial colleagues; Customer Support team; Transport team (central and mill); Nutrition team and QA colleagues and key customer relationships. |
| Budget Responsibility: | None |

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| **Person Profile/Knowledge**  Experience, any formal qualifications and necessary keys areas of knowledge or experience. | | |
| **Essential** | | **Desirable** |
| Previous experience of working in a Quality environment ideally within manufacturing, Animal Feed or similar industry. | | Understanding of feed milling operations and UFAS requirements |
| Excellent attention to detail, especially in compiling and presenting data and reports | | Qualified to HACCP Level 3 |
| Analytical, with effective problem-solving skills, through both practical investigation and data interpretation | | Previous experience of dealing with external customers to communicate and support on quality matters such and complaints, investigation findings and general data review. |
| Highly effective verbal communication skills with the ability to tailor messages to the needs of the recipients with previous experience of handling complaints and following communication through to resolution | | Understanding of Assurance Schemes and Retailer codes of Practice relating to their supply chains. |
| **Key Behaviours** | A desire to drive improvements in procedures and processes in response to non-conforming data.  Skilled at listening with an ability to demonstrate customer focus and empathy.  Understanding the requirements for safe products of the right quality.  Commercial acumen and an appreciation of the impact of feed safety and quality issues on business results.  A collaborative style of working with colleagues to attain the best outcomes. | |
| **Other Factors**  Travel, shift pattern, working hours, Licence type etc. | This role will require travel within the UK and some overnight stays. Travel will mainly be to aligned supply chain sites, customers and to Head Office (Peterborough).  Full UK Driving Licence will be required for the role. | |