**Role Description & Personal Profile**

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| **Role** | |
| **Job Title:** | Quality Assurance Assistant |
| **Division:** | AB Neo |
| **Department:** | Quality |
| **Location:** | UK |
| **Role Type:**  Permanent, FTC etc | Permanent |
| **Team Structure:**  Reports to, Direct & Indirect Reports | Reports to:  Quality Lead  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. | The QA Assistant will proactively support and participate in the quality function within the site, and assist in the delivery of Quality Policy and Quality Assurance programme to meet customer, legislative and relevant standards requirement. QA assistant will work closely with Operations and Technical Team, to ensure the highest level of feed safety and quality delivered at all times whilst ensuring smooth and efficient operations. |
| **Feed Safety** | Understand the impact of processes and actions on Feed Safety.  Carry out tasks and procedures as trained. Deputise for Quality Lead in case of absence. |
| **Key Responsibilities:**  The key objectives and accountabilities of the role. (5 to 10 areas) | * Own and maintain process verification and analysis schedules * Support QC in Out of Specification results in a timely manner with follow up as required, corrective and preventative measures * Dealing with suppliers to assist in approval processes, * Supporting Technical and Procurement Teams in the collection of data and quality information raw material performance * Assist in any equipment calibration as necessary * Work with the Operations team to achieve a quality focussed culture * Control of non-conforming products – release and investigation * Factory standards auditing * Maintenance of internal audit schedules - Investigation and reporting on internal quality failures. * Support the Operations teams to address non- conformances and internal failures raised from audits. * Take active part in ensuring the site meets Target Zero KPI requirements, as well as AB Agri Quality Standards * Ownership of complaint investigations, root cause analysis and preventative actions as agreed by the Team, complaint trending * Deliver training and development of colleagues in feed safety requirements * Ownership of process/system changes to implement preventative actions * Support Quality Lead in procedural review of Quality Standards * Lead the Quality meetings * Active participation in external audits * Support HACCP implementation and compliance on site * Participate and support external audits on site ( Assurance Standards, Local Authorities, AB Abri internal) |
| **KPI’s** | * Customer complaints handling * Testing results * Maintaining audits |
| **Key Stakeholders**  What are the challenges of the relationships, communication strategies required etc | Quality Lead  Procurement Team  Commercial Teams  Operations Team  Technical Team  Customers and Raw Materials Suppliers  Site Leadership |
| **Scope**  Depth, Breadth of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility | To monitor the quality aspects of operations and supply chain, ensuring they meet the specified quality standards set. Assist in resolving any quality concerns relating to finished product, raw materials and processes that fail to meet the quality standards |

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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. | * Previous experience in Quality * Ideally in a food or feed environment * HACCP experience * Basic Regulatory knowledge * Knowledge of Quality Standards * High levels of accuracy and attention to detail * Strong Analytical skills * Confident to challenge * Must possess excellent communication skills (both oral and written), with the ability to communicate effectively with a wide range of people * Must have excellent organisational skills and the ability to prioritise differing demands * Working knowledge of MS Office. | E  D  D  D  D  E  E  E  E  E  E |
| **Key Behaviours:**  Consider which of our guiding principles are particularly relevant and also any role specific behaviours | * Strong team player with a solution focused approach * Responds positively to changing business priorities * Highly personable, capable of building work relationships quickly * Strong communicator across several platforms * Ability to listen and communicate effectively with key stakeholders at all levels. * Resilient with an ability to manage ambiguity, * Perseveres, works diligently to ensure tasks are completed | E  E  E  E  E  E  E |
| **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:** |  | |