

JOB DESCRIPTION

Position title:	Quality Assurance / Continuous Improvement Co-ordinator
Position reports to:	Quality Assurance Manager
Location of position:	719 Halswell Junction Road
Number of staff reporting:	N/A
Key relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • GM Operations • Production Manager • Production Team • Sales Team <p>External:</p> <ul style="list-style-type: none"> • Suppliers • Customers • External auditors and verifiers • Labs
Job Description last revised:	April 2019
Position's primary objective:	<p>This position is a 'can do' role that collaborates effectively with management, staff and external parties to 'make things happen'.</p> <p>Working in an agile environment, the position will provide support to the Quality Manager with a focus on quality systems, assurance activities, regulatory compliance and improvement culture.</p> <p>Activities will include but not limited to; completing ad hoc projects, audit documentation, overseeing sample testing programmes, records administration, report generation, the development and maintenance of standard operating procedures (SOPs) and the co-ordination of improvement programmes.</p> <p>This work will be underpinned by the establishment and maintenance of associated management systems and tools.</p>

Key Tasks	Task Activities	Expected Outcomes
Continuous improvement & Compliance	<ul style="list-style-type: none"> • Ensure that SOPs developed assist compliance with regulatory and customer requirements including: HACCP, GMP, ISO, RMP, WQA, OMARs, Pest & Pathogen program. • Ensure that a system for controlling all appropriate documents is developed and maintained and that 	<ul style="list-style-type: none"> • All departments are following SOPs that assist quality and product safety requirements. • All SOP documentation is controlled, disseminated appropriately and reviewed in line with documented review dates.

Key Tasks	Task Activities	Expected Outcomes
	<p>management and staff are updated of any changes following reviews.</p> <ul style="list-style-type: none"> • Participate in internal and external audits and non-conformance closure as required. • Help to develop and maintain systems to identify and monitor improvement initiatives. 	<ul style="list-style-type: none"> • Systems are in place to track the status of improvement initiatives. • Document Control system is in place and maintained. • Internal audits are completed within documented timelines
Quality Management	<ul style="list-style-type: none"> • Assist with daily compliance with RMQP and associated manual (GMP, HACCP, Pest Management, Pathogen Management, etc.). • Review of RMQP. • Administration and monitoring of all CAR's raised from both internal and external verification. • Perform quality control analysis including tests and inspections of products and processes. • Review and report the principle causes of quality loss and non-conformance. • Ensure all check sheets are correctly completed and all non-compliance found have had the correct action taken and signed off. • Arrange, coordinate and participate in external quality audits. 	<ul style="list-style-type: none"> • Quality control systems are in place and adhered to. • The quality manual and quality records are maintained and up to date with all customer and regulatory requirements. • Management reporting is in place and produced within agreed timelines. • The business is supported in understanding compliance requirements and meeting compliance programmes through effective administration and monitoring of Corrective Actions. • The external and internal quality audit programme is co-ordinated and supported.
HACCP	<ul style="list-style-type: none"> • Assist with compliance and review of the HACCP (food safety) programme. • Proactively contribute to improving HACCP (food safety) and health and safety in the workplace. • Ensure adequate hazard management activities are in place. • Provide information to track food safety and quality performance. 	<ul style="list-style-type: none"> • Continuous improvement initiatives for food and health and safety based on good data and effective analysis. • All staff are trained adequately in food safety. • HACCP plans are up-to-date and well managed • Highest quality and food safety standards are achieved in collaboration with the Quality Manager and Production Manager.
Quality and Testing	<ul style="list-style-type: none"> • Assist in performing standard tests and quality checks according to designated standards and required intervals and assist as required in 	<ul style="list-style-type: none"> • Quality and food safety procedures and manuals are always current and accurate.

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	<p>investigating causes of test failures and finding resolutions.</p> <ul style="list-style-type: none"> • Complete sensory and shelf life testing when required 	<ul style="list-style-type: none"> • Tests are performed on time and to standard. • Failures are attended to and resolved in a timely manner. • Results are documented, reviewed and filed in an orderly manner for retrieval as required. • Verification that all finished product meets acceptable taste and texture profiles for sale.
General sales, production, and office support	<ul style="list-style-type: none"> • Carrying out other tasks and duties as and when required. 	<ul style="list-style-type: none"> • Ensure site manager, production, and sales teams are fully supported and have accurate, timely information, resources and reporting to effectively carry out their responsibilities. • All duties completed in a timely and accurate manner in accordance with Dairyworks policies and procedures.
General to all Staff		
Health and Safety	<p>Comply with the company's Health and Safety policies and procedures.</p> <p>Take all practicable steps to keep self and others free from injury and infection.</p>	<p>Accidents/incidents are minimised. Incidents are reported.</p>
Human Resources/ Team Relations	<p>Act in a manner consistent with the expectations and standards of Company policy and values, and contribute positively to:</p> <ol style="list-style-type: none"> Maintaining harmonious team relations. Resolving staff issues and concerns. Staff communication. 	<p>Team members work well together and feel well informed on what is happening in the company as it affects them.</p>
Values	<p>To behave in a manner that is consistent with the Company Values.</p>	<p>How we do things at work supports what we say is important in our Company Values.</p>
Variation	<p>The company reserves the right to update this job description in accordance with changing work procedures and business needs.</p>	<p>The job description is reflective of the work required and undertaken by this role.</p>

Qualifications, Skills, Experience

The position prefers the job holder to have qualifications and/or experience in:

- Proven experience in a similar New Zealand food manufacturing or processing environment
- Exposure to Quality Management systems and practices is essential
- Appropriate and relevant qualification (tertiary qualification preferred)
- Ability to communicate effectively with a diverse range of stakeholders
- Strong and structured administrative skills
- A strong or well-developed aptitude for writing documents
- Attention to detail
- Ability to work in a fast-paced agile environment
- Can manage adversity in a positive and calm manor
- Great organisation skills
- Ability to work independently
- Computer literacy (Microsoft Office to an intermediate level for MS Excel)

Competencies

Process Management	<ul style="list-style-type: none"> • Good at figuring out the processes necessary to get things done • Knows how to organise people and activities • Knows what to measure and how to measure it • Can simplify complex processes
Planning	<ul style="list-style-type: none"> • Sets objectives and goals • Breaks down work into the process steps • Develops schedules and task/people assignments • Anticipates and adjusts for problems and roadblocks • Measures performance against goals • Evaluates results
Customer Focus	<ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in productions and services • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect
Time Management	<ul style="list-style-type: none"> • Uses time effectively and efficiently • Values time • Concentrates efforts on the more important priorities
Informing	<ul style="list-style-type: none"> • Provides the information people need to know to do their jobs • Provides individuals information so that they can make accurate decisions • Is timely with information

Composure	<ul style="list-style-type: none"> • Is considered mature • Can be counted on to hold things together during tough times • Can handle stress • Is not knocked off balance by the unexpected
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted • Is seen as a truthful individual • Can present the facts in an appropriate and helpful manner • Keeps confidences • Admits mistakes
Organising	<ul style="list-style-type: none"> • Can marshal resources to get things done (people, funding, material, support, documentation) • Uses resources effectively and efficiently • Arranges information, files, stock and office area in a practical and professional manner
Functional/technical skills	<ul style="list-style-type: none"> • Has the functional and technical knowledge and skills to do the job at a high-level of accomplishment