



## Job Description

1. JOB INFORMATION	
JOB TITLE:	Food Safety and Quality Manager
BAND:	4
DEPARTMENT:	Technical
REPORTS TO:	Senior Food Safety & Quality Manager
RELIEF:	FS&QM / Snr FS&QM
LOCATION:	Ballymena

2. JOB PURPOSE
Manage the technical and quality processes and procedures within the production environment to ensure the compliance of customer and legal requirements, company objectives and key performance indicators.

3. RESPONSIBILITIES
3.1 FINANCIAL: Commercial awareness of impact of actions
3.2 DIRECT REPORTS: QA Auditors
3.3 ORGANISATIONAL STRUCTURE / REPORTING LINE
<pre>graph TD; A[Site Technical Manager] &lt;--&gt; B[Senior Food Safety and Quality Managers]; B &lt;--&gt; C[Food Safety and Quality Managers]; C &lt;--&gt; D[QA Auditors];</pre>



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### 4. DUTIES/ RESPONSIBILITIES

#### FS&QM Function

- Design, implementation, maintenance and continuous improvement of HACCP based Quality Management System, including recording, storing and retrieval of records to demonstrate product quality, consistency and due diligence using industry best practice, customer best practice, BRC, Third Party / Legislative requirements / recommendations
- Co Ordinate and Manage HACCP Team and Activities
- Support the NPD Function to aid successful new product / process development through specifications, product information, reference samples, photographs, Use By schedules, proofing specifications, artwork verification etc
- Monitoring of factory cleaning and housekeeping and hygiene standards through first-hand auditing on the factory floor and analysis of the Audit Reports and development of action strategies as a result of repeated/trending of non-conformances. Contribution to cleaning specification development
- Provide technical guidance, training and support to other departments, developing awareness and understanding of technical issues.
- Product / process / environmental improvements to meet Customer and legislative requirements and progress against internal KPI's.
- Management of Corrective action and control of non-conforming ingredients / product, products under hold, reject and returns and speed of action and problem solving.
- To manage daily quality reports (e.g. KPI reports) for the operation team providing relevant information to facilitate problem solving and continuous improvement.
- Liaise with Customers / Statutory Bodies during factory visits and audits providing information required and implementing corrective action where necessary (Management of Next Steps) and the compilation of response reports
- Management of Product Analysis of routine microbiological, shelf life and chemical results / trends and determination of corrective action / preventative measures as required and response to Customer Out of Specification reports.
- Management of customer complaints, serious incidents and corrective actions / preventative measures.
- Developing and maintaining Crisis Management System
- Monitoring of the QMS System and Pre-Requisite Programme by ensuring the implementation of the internal audit programme and implementation of corrective action and continuous improvement
- Maintenance of Site Accreditations and implementation of any additional standards required by customers or industry best practice
- To manage staff in line with Company requirements.
- Carry out and comply with all company policies, procedures and instructions and any other reasonable duties deemed necessary by the company



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### KPIs

- Food Safety Site Index
- Product Quality monthly score
- Reduction on site CMPU by 10% year on year

### Continuous Improvement

- Ensure a structured approach to CI is in place across the Technical Department, ensuring that all teams use the appropriate Moy Park tools and techniques
- Ensure an improvement action plan is in place across the Technical Department and that these are tracked accordingly to ensure full execution so as to enhance business performance and become best in industry.
- Evaluate, utilise, deploy and embed a range of continuous improvement and lean techniques across the Technical Department to deliver best in class technical excellence which can be measured through improved financial performance, KPIs and these should be in line with Profit Improvement Plans (PIP) (were appropriate).

### People

- Develop a culture where employee engagement and communication are promoted and actively delivered. Ensure direct reports (and their respective teams) use the key tools for improving Employee Engagement e.g. Weekly Team Briefs, Daily Huddles in an effective manner.
- Develop, train, coach and motivate direct reports as necessary ensuring release for key training e.g. Edge Programme, Management Toolkits Unit Team etc to create a focused team
- Complete Team members' appraisals and provide feedback on their performance on a regular basis.
- Ensure the Technical Department achieves non-attendance targets set for the year, ensuring focus is maintained and best practice is carried out by all management colleagues.

### Environment

- Optimise energy usage, looking at opportunities for energy reduction and carbon footprint reduction.
- To work in a manner that actively seeks to reduce any negative environmental impact in relation to the processes and procedures operating within their area and across the wider business e.g. reduction of waste, recycling etc.

## 5. MEASURABLE OUTPUTS

- Achieving KPI's and providing clear direction for improvement
- Achieving audit grades
- Effective and timely responses to customer queries and complaints
- Maintenance of HACCP plan under responsibilities
- Ensuring team adequately trained and effective



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- Clear reporting of factory measurables to site team
- Ensuring H&S policy is being followed and correctly implemented
- Ensuring audit timetables are adhered to.

### 6. HEALTH AND SAFETY RESPONSIBILITIES

Responsible through normal channels of communication for implementing the company procedures for Health and Safety matters. You will take all reasonable practicable measures to ensure the health and safety of all persons working under your control. You have a general duty of care for all employees, visitors, the environment and contractors working in your departments. You will be responsible for ensuring that all personnel under your control are made aware of the Moy Park Health and Safety Policy and safety rules and that the appropriate training and information on health and safety matters are given.

- Understand the Moy Park Health and Safety Policy, Company Safety Rules and Statutory requirements applying to all operations under your control.
- Ensure that the arrangements made by the Company to secure the Health and Safety of employees are implemented.
- Ensure that all persons in your department are trained and given such information, instruction and supervision as may be necessary to enable them to work safely, without injury to health.
- Ensure that all persons in your department know the procedures for reporting accidents
- Ensure that all persons in your department are made aware of the location of the first aid facilities
- Ensure that all persons in your department are familiar with the routine in case of fire or other emergency that might require evacuation of the workplace
- Ensure that all accidents and dangerous occurrences are investigated promptly and reported, stating the cause of the accident and/or occurrence and the action taken or recommended to prevent recurrence
- Ensure that hazards in the departments are identified and that risk assessments are completed, to the appropriate standard.
- Ensure that all substances under your management have suitable and sufficient risk assessments (COSHH) completed (if appropriate), are stored in the correct manner and that copies of all COSHH assessments are passed to the Health and Safety for inclusion in the COSHH Manual.
- Continually seek to develop safe practices and safe systems of work
- Set an example in safe behaviour
- Where applicable, ensure that all plant, machinery and equipment is safe to use and, that all dangerous parts of machinery are guarded and that the guards provided are correctly fitted, adjusted and maintained, whilst the machinery is in motion or use
- Ensure that overalls, protective clothing and equipment provided is adequate for the purpose intended and is used by all persons as appropriate
- Ensure that good housekeeping and hygiene standards are maintained throughout your areas of responsibility



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- Ensure that appropriate remedial action is taken in respect of all reported defects and complaints relating to Health and Safety.
- Ensure full honest co-operation with the appointed Safety Representatives where appointed, in matters relating to Health and Safety.
- Ensure full co-operation with HR Manager and appointed claims investigator in matters relating to employer's liability claims
- Ensure that at least 4 times per year, systematic and comprehensive safety inspections are carried out throughout your departments/areas. A copy of the report must be submitted to site's Health and Safety Advisor. Corrective action must be implemented based on all written reports and on other performance indicators.
- Ensure that where a contract has been agreed to carry out a task within your department the system relating to temporary employees or contractors is followed.

### 7. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience in similar FMCG food industry, including auditing experience.</li> <li>• Excellent communication, interpersonal, negotiation, and organisational skills.</li> <li>• Team leadership qualities and personal development skills.</li> <li>• Initiative, self-motivated, well organised and assertive.</li> <li>• Logical approach, excellent problem solving and decision-making skills.</li> <li>• Report writing and procedural writing skills.</li> <li>• Able to demonstrate a good record of achievement.</li> <li>• 3<sup>rd</sup> Level qualification in relevant discipline.</li> <li>• A working knowledge of BRC standards, HACCP, Food Legislation and Food Hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Training, project management and coaching skills.</li> <li>• Able to demonstrate experience in establishing &amp; maintaining relationships with Customers, external contacts, management colleagues etc.</li> <li>• Advanced Diploma in Applied HACCP Principles.</li> <li>• Advanced Food Hygiene Certificate and Experience with Internal Auditing</li> </ul>



## Job Description

	DATE:
<b>JOB HOLDER:</b>	
<b>MANAGER:</b>	
<b>HUMAN RESOURCES MANAGER:</b>	

*Note:*

*This description is intended to be a guide of what duties are most likely but should not be taken as a definitive list. Moy Park reserves the right to vary duties and add duties as they see necessary.*