



## **Quality Assurance Manager Based at The Lake District Creamery**

We are now seeking to appoint a Quality Assurance Manager based at our Lake District Creamery site.

As the Quality Assurance Manager you will champion food safety and product quality and all aspects of change management and continuous improvement on site to ensure site meets legal and regulatory requirements as well as customer & industry standards. The successful candidate must demonstrate strong people management skills to lead and develop the team of QA Technicians, and have the ability to work with the factory to implement and manage site programmes in order to ensure that the site is always visit ready.

### **Principle accountabilities:**

- Provide day to day technical support for the technical manager and site management team to deliver the technical operations on site, driving continuous improvements through a focus on people, processes, plant , product and communication.
- Implement appropriate procedures and standards to ensure compliance to, the requirements and implications of legislation, Company and Customer "Codes of Practice" and Good Manufacturing Practice Standards
- Drive the site food safety plan (HACCP) and use this plan to deliver continuous improvement by the analysis of non-conformance and customer complaints. Manage the analytical processes and Good Manufacturing programme efficiently and cost effectively – ensuring root cause analysis and GMP compliance is carried out and remedial actions are implemented.
- Manage and coordinate the site technical team (direct reports – 3 x quality assurance technicians) activities ensuring that appropriate resource is provided and trained to support the delivery of product and processes, which comply with legal, food safety and quality requirements to meet customer specification. Includes carrying out regular performance reviews and one to one's.
- Monitor the site technical analysis budget to ensure delivery of an effective analytical program and investigative analysis.
- Participate in and support the delivery of all technical audits by customers, third parties and regulatory authorities. Includes interface with supplier base to manage ongoing improvement process
- Manage and drive key continuous improvement programmes for the site e.g. complaints reduction programme, through the identification of critical areas for improvement, complaints analysis, consumer/customer feedback and shared best practice from other sites. Includes delivery of factory trials
- Authorise at site level any and all plant, process changes to ensure that product engineering and product launches are tracked to ensure that quality objectives are met.

### **Key knowledge, skills and expertise:**

- Ideally a food manufacturing technical professional with minimum 3 years' experience in Technical Management with experience and understanding of Quality Systems and Quality Management. Alternative manufacturing and quality management experience will be considered.
- Qualified to at least A level in a scientific or related subject.
- Experience of managing a team of people essential.
- An excellent communicator with well-developed influencing skills.

- Able to demonstrate a strong moral compass within their day to day dealings within a business environment.
- Trained to Level 4 (Advanced Standard) in Food Safety & HACCP.
- Creative problem-solving abilities and experience.
- Ability to interpret data and take necessary action.
- Computer literate ideally in MS Office. Knowledge and experience of IFS 10 an advantage.

If you believe you have what it takes to make a significant contribution to the on-going and future success of the company, please send us your CV via email to:

[recruitment@firstmilk.co.uk](mailto:recruitment@firstmilk.co.uk)