

## OUR VALUES

**Empowerment Excellence Collaboration Integrity Sustainability Fun**

## Quality Assistant

*Job No:QA/21*

*Date Listed: 10 June 2021*

*Job Location: Dungannon*

## JOB OVERVIEW

Working collaboratively across all site functions the Quality Assistant is responsible for monitoring and auditing the quality, hygiene, food safety and microbiological aspects of manufacturing to ensure compliance to legal, third party and customer standards.

They will be the primary site contact for customer technical queries and will be responsible for the co-ordination of the site complaints management system in accordance with company KPIs and standards.

They will promote a culture of compliance to food safety and quality standards through proactively coaching and training employees at all levels across the site.

## ORGANISATIONAL STRUCTURE



## MAIN ACTIVITIES/TASKS

### Sampling

- Manages and executes site microbiological and legal sampling plans in accordance with documented standards and procedures.
- Compiles, reports and communicates results via the sites management system.
- Escalates non-conformances and carries out assigned follow-up actions in a timely manner.

### Customer Technical Support

- Acts as the Key Site Contact for customer technical requests ensuring response time is in accordance with site standards.

### Customer Complaints

- Co-ordinates the site customer complaints management system to ensure timely and efficient investigation of customer complaints including the administration of the customer complaints database to ensure accurate reporting of complaints data.

### Auditing

- Manages site internal auditing programme to ensure compliance with third-party certification requirements including ISO, BRC and FDA requirements.
- Conducts GMP audits in accordance with documented schedule and ensures appropriate corrective & preventative actions are taken by carrying out follow-up and verification activities.

### Training

- Supports the implementation of the site quality & food safety training plan to promote employee awareness and education whilst ensuring compliance with legal requirements.
- Conducts quality & food safety induction training.

### Pest Control

- Manages the site pest control contract to ensure compliance with food safety legislation and third-party standards.

### Quality Management Systems Administration

- Compiles relevant KPI data for reporting in accordance with quality management system requirements.
- Provides administrative support to the Business Excellence Manager and Quality team as required.

### Continuous Improvement

- Ability to identify opportunities for improvement in line with "Lean Management" principles.

## QUALIFICATIONS & EXPERIENCE

### Essential Criteria

- ✓ Minimum 12 months experience in quality assurance function with a demonstrable understanding of food safety & quality management systems e.g. BRC or ISO9001  
Or  
A minimum of 24 months experience either in Thermoforming/Offset printing or Injection Moulding operations with a good understanding of quality assurance in these functions
- ✓ IT Experience – Excel, Word & PowerPoint

### Desirable Criteria

- ✓ Certified auditor ideally ISO9001 or BRC would be a distinct advantage  
Or  
Knowledge and practical experience of internal auditing and GMP within a BRC manufacturing or similar environment would be advantageous
- ✓ A self-starter with ability to work on own initiative
- ✓ Excellence communication skills with the ability to engage and motivate people at all levels
- ✓ Logical thinker, with a systematic and consistent approach, with the courage of their convictions in order to challenge appropriately and where necessary

### Essential Competencies & Behaviours

- ✓ **Empowerment:** Involvement; Recognising others; Clarity of Expectation; Clear Accountability & Ownership; Developing Self & Others
- ✓ **Excellence:** Alignment to Objectives; Enthusiasm; Structured Approach; Dare to Dream; Fact Based Thinking; Analytical & KPI Focused; Action Focused; Challenge the status quo
- ✓ **Collaboration:** Build Partnerships; Be Open and Approachable; Think Win-Win; Demonstrate Humility; Flexible
- ✓ **Integrity:** Personal Responsibility; Walk the Talk; Open, Candid Feedback; Doing what is right
- ✓ **Fun:** Applaud & Nurture; Greiner Family Culture; Celebrate Success
- ✓ **Sustainability:** Awareness of the Environment; Giving Back; Keeping Safe & Well; Creating our Legacy; Value Based Decision Making; Risk Management