

Job Description:
Quality Manager (ICRL)

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| Function: | Defence & Government Services |
| Position:  | Quality Manager (ICRL) – Generic Job Role – Technical and QA Assistant  |
| Job holder: | Vacant |
| Date (in job since): | tbc |
| Immediate manager (N+1 Job title and name): | Central Production Unit Operations Manager (CPU |
| Additional reporting line to: | Food Services Manager, CRL Services Manager |
| Position location: | Colchester PFI – Central Production Unit (CPU) |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To ensure the safety, quality and legality of all products manufactured on site, through the consistent review and delivery of site standards, at the same time working to minimise waste and the environmental impact of our working processes
* Ensure that all UK and EU food safety legislation and other risk analysis systems where appropriate are in place
* Embrace the principles of Collaborative Business Relationships (BS11000), in line with Sodexo’s vision and values
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | Key Performance Indicators (KPIs)* Continuous improvement of microbiological levels within product and environment
* Achieve the budget set for your area of responsibility
* Site audit scores improved through preventative action plans and resolution of non- conforming products and complaints.
* Continued improvement of site environmental performance.
* Maintain professional working standards at all times, working within the requirements of company Health and Safety procedures and maintain all records ensuring company and legislative compliance
* Provide weekly/monthly KPI reports for management team to review
* Effective communication with line manager, team, customer and client organization
* Completion of team briefs.
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| CPU Operations Manager CPU Operations Manger CPU Quality Manager |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Ability to be flexible in order to meet the needs and demands of the client and customer organization.
* Travel and overnight stay maybe required to undertake training and other business requirements
* Maintain and develop knowledge base with regards to food production, Health and Safety, Food Safety and legislative compliance
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * **Finance**
* Ensuring all quality and technical aspects of CPU management are correctly costed and within budget.
* **Contract and company compliance**
* Identify product amendments and manage process with manager
* Ensure authorisation is obtained from line manager prior to undertaking any additional services.
* Act as first point of contact for third parties such as EHO. Support in contract audits such as, LSI, Service Operations and internal and external audits, working with the CPU Operations Manager, implement action plans to close out any areas of shortfall identified.
* Support the CPU operations manager in maintaining an up to date knowledge of food and Health and Safety legislation identifying changes and developments to meet legislation.
* Maintain ISO 9001 Standard.
* **Food Safety**
* Drive and support Food Safety and product quality across the manufacturing facilities (ie: raise of non-conforming products, liaising with stores department for rejection of goods).
* Maintaining and auditing the Quality Management System.
* Monitor and control the quality of service to the company and contractual standards with your area of responsibility (validation of products, environmental swabbing programme, samples sent to laboratory and interpretation and filing COAs, monthly reports, etc).
* Guarantee a quality assurance culture (supervision and Food Safety training of the CPU team)
* Audit the food safety and quality processes of manufacturing site (GMP audits, in unit Food safety Inspections, supervising Food Safety, non-conforming products).
* Verify the operations are adhering to implemented HACCP system and managing site audit schedules to ensure compliance.
* Liaising with other units on quality issues.
* Leading customer visits / audits.
* Liaise with NPD department for menu launches ensuring compliance (HACCP, validation of products, etc)
* Ensuring compliance with all current legislation and cook chill guidelines, including Hazard Analysis and Critical Control Points (ie calibration of proves) and to deputise as HACCP team leader in the absence of the team leader.
* Ensure non-conforming products and complaints are investigated and resolved.
* Creation of internal specifications to ensuring that the company’s products are manufactured to standards.
* **Health and Safety**
* Comply with all company and client policies, site rules and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace and correct utilisation of required personal protective equipment.
* Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate
* Manage unit hygiene to ensure consistent high standards are delivered in line with industry best practice and internal benchmarks.
* **Personnel and Training**
* Comply with all relevant Sodexo and client policies and procedures
* Deliver team briefs, huddles, meetings, Food Safety training. Attend company training courses.
* Manage employee related matters within your department and area of expertise to include but limited to staff recognition, productivity, performance, disciplinary and capability within unit and where necessary involve HR to ensure compliance and achieve the business goals
* **General Responsibilities**
* Maintain and record daily formal and informal communications with client and customers
* Attend formal and informal meetings
* Ensure immediate escalation of any issues to the CPU operations manager team and/or senior managers within ICRL department that has the potential to impact upon food safety, quality or legality
* Cover all technical tasks as requested/directed by the CPU Manager/Food Services Manager
* Ensure client requests are responded to in a timely manner, promoting Sodexo in a professional and business-like manner at all times.
* Carry out other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Maintain and develop a positive working culture and environment for all colleagues through sound leadership, effective communication and delegation
* Management of client relationships and expectations. Maintain formal and informal communications with both client and customer
* Manage all aspects of Health and Safety, Environment, Quality Assurance and Food Safety. Role modelling safe behaviour and reporting unsafe behaviour, near misses and accidents/incidents to management in a timely manner
* Maintaining company compliance by ensure that the company/contract accountancy, documentation, audits and administration procedures are carried out to the required standard
* Maintaining legislative compliance by ensuring that all aspects of the business are conducted in accordance with all relevant statutory requirements and codes of practice. Including cook chill guideline requirements are met utilising Hazard Analysis and Critical Control Points (HACCP) and other risk analysis systems where appropriate
* Manage all aspects of third party accreditation standards.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Advanced level 4 HACCP desirable or commitment to complete once in role
* Level 3 CIEH food safety or equivalent
* IOSH or equivalent.
* Industry knowledge and experience of chill /frozen food manufacturing (essential)
* Demonstrate attention to detail and adherence to standards
* Experience or evidenced ability of interpreting laboratory results (micro/chemical)
* Proven experience of managing long-term client relationships
* Must be able to demonstrate effective verbal and written communication
* Excellent influencing skills for peers and the wider business
* Able to work on own initiative and within a team environment.
* Computer literate.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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