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| Baxters Logo - May 09.jpg | Outline Job Description |
| Job title | Quality Assurance Supervisor |
| Effective date | Proposed November 2024 |

**Principal purpose of the role:**

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| * Supervise and coordinate the Quality Assurance team. |
| * Develop, implement and maintain QA procedures, processes and standards. |
| * Train and supervise QA team members, providing guidance and support to maintain a high standard of performance. |
| * Analyse data and identify trends to continuously improved quality control processes. |
| * Maintain accurate and complete quality control documentation. |

**Main accountabilities:**

1. Supervise and direct QAs who are responsible for enforcing GMPs and other quality related policies in order to meet requirements of the quality management system and the needs of the business.
2. Coordinate the work of the QAs so allocated tasks are completed and can be completed to the standard required.
3. Ensure good performance by QAs by mentoring training setting expectations, providing accountability and performance evaluation.
4. Assist in the coordination of testing involving swabbing, finished product and the appropriate release and hold programs.
5. Analyse the data from all workstreams within the QA team to ensure clear, concise reporting is available for the Fochabers Quality Manager to fully understand the progression and performance against the site Quality KPIs.
6. Ensure that the QA team fully manage and control non-conforming finished product, raw materials and packaging, ensuring all work streams are carried out to ensure that all non conforming products are adequately held, investigated and released.
7. Completion of KPI monitoring documentation for the Fochabers Quality Manager.
8. Make proactive recommendations and offering / presenting solutions for the QM to improve quality and work efficiency.
9. Assist in the implementation of policies, procedures and quality system which support site quality standards.
10. Set standards in line with those set by the Fochabers Quality Manager, providing quality support and ensure that all tasks are completed accurately and comprehensively
11. Project work where required (eg Quality TIP implementation)
12. Assist in delivery of site standards for visits and audits either through direct input, indirect support and / or organisation of QA team activities
13. Support the promotion of a food safety quality culture.

**Company Policies and Procedures**

* Ensure your awareness and implementation of and compliance with the Quality, Health & Safety and Human Resource Policies and Procedures, with any doubts being raised with your Direct Line Manager.

**Food safety, Legality & Quality**

* Ensure that all Food Safety, quality and legality procedures and processes are followed.

**Health & Safety**

* Ensure that the area in which you are working is safe for yourself and others who may be working nearby and that you comply with your responsibilities in accordance with the Company Health and Safety Policy.
* Report any accidents/near misses immediately to the Health and Safety Advisor or your Direct Line Manager.
* Maintain good housekeeping within your work area

 **Outline Person Specification**

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| **Job title** | Quality Assurance Supervisor |
| **Effective date** | October 2024 |

**Key Characteristics:**

* Ability to inspire, motivate and guide team members toward achieving goals.
* Strong verbal and written communication skills to clearly convey expectations, provide feedback, and resolve conflicts.
* Ability to efficiently prioritise tasks, delegate work, and manage deadlines for both self and team.
* Ability to make informed and timely decisions, especially under pressure.
* Quickly identify issues, analyse options, and implement effective solutions.
* Building strong relationships and maintaining a positive team dynamic.
* Flexibility to adjust to changing circumstances and handle unexpected challenges.
* Ability to mediate disputes and maintain a harmonious workplace.
* Helping team members develop their skills and supporting their professional growth.
* Monitoring and evaluating team performance, setting clear expectations whilst providing constructive feedback.
* Familiarity with processes or systems relevant to the team's work.
* Knowing when and how to delegate tasks effectively, balancing team workload and fostering accountability.
* Setting realistic, measurable goals and creating actionable plans to achieve them.
* Understanding team members’ perspectives and managing emotions in the workplace.
* Experience of internal audit and preferably internal audit trained.
* Preferably HACCP training to minimum level 3
* Intermediate food hygiene trained
* Good Interpersonal skills and professional team approach.
* Driven and embraces change.
* Ability to prioritise workload, and excellent organisational skills
* Ability to work alone and as part of a team
* Excellent communication skills written and oral, with ability to interact with a wide range of individuals
* Diligent with excellent attention to detail
* Ability to handover and escalate problems
* Ability to keep accurate records
* Enthusiasm to learn and apply new skills
* Computer literate - ability to use Word, Excel and Email to Intermediate Level, experience of graphs, trending and databases would be an advantage
* Positive can-do attitude
* Excellent attendance and timekeeping