FOOD HALL

**JOB DESCRIPTION**

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| **TITLE:**  QUALITY OFFICER | **GROUP:** |
| **DEPARTMENT:** | **DIVISION:**  FOODHALL |
| **REPORTS TO:**  GENERAL MANAGER | **SUPERVISES:**  NA |
| **INCUMBENT:**  VACANT | **LOCATION:**  HEAD OFFICE |

**PURPOSE**

Provides clear leadership for the development of an environment focused on Quality. Responsible for maintaining relationships with customers and suppliers to maximise profit potential and ensure efficiency. Works proactively with all Leaders, Supervisors, Employees and Suppliers, to maintain a programme of continual improvement within their areas of responsibility. Leads a ‘correct at source’ and problem-solving methodology (Lean). Leads the team to achieve quality targets for customers and business goals.

## KEY FUNCTIONS

**Management:**

* Prepares budget for and administers the functions of the department/unit within approval budget.
* Administers other established human resource, financial, legal and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.
* Contributes to the creation and implementation of best practice quality vision, strategy, policies, processes and procedures to aid and improve operational performance
* Contributes to new business initiatives and projects and review and communicate the impact on Quality activities

**Operational/Technical/Professional:**

* Develops and implements a robust quality management system (QMS). Undertakes internal and process audits of the QMS.
* Implements all relevant procedures described in the Quality Management System (QMS) and ensure compliance.
* Ensures that all in-house systems and procedures are updated, revised, and modified to meet the needs of external certification bodies.
* Champions a program for the implementation and sustainment of a continuous improvement culture.
* Introduces new systems and procedures where appropriate and trains others in all aspects of the quality system and application of procedures.
* Drafts and maintain logs, records, and other documentation of testing procedures, methodologies, and criteria.
* Maintains records of test results, defects identified, and other key metrics related to quality control.
* Analyses quality control test results and offers feedback and interpretations of those results to production management or staff.
* Maintains knowledge of trends, developments, and technological advances in the applicable industry and in the quality control field.
* Drafts and maintains standard operating procedures, manuals, and documentation for the restaurant, kitchen and supermarket and QA processes.
* Monitors and periodically reports on production quality, nonconformance, trends, and underlying causes of defects in products or processes.
* Leads regular inspection meetings with representatives from appropriate departments to establish an action plan for improving build quality.
* Ceases food production when serious product defects or risks arise and undertakes remedial action to close quality gaps.
* Administers other established human resource, financial, legal and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.
* Cooperates in ensuring that the workplace is safe for everyone and takes reasonable care to ensure that nothing is done to endanger self or others or cause avoidable damage to the environment.
* Demonstrates adherence to the Company’s health, safety, security and environmental policies and procedures by exhibiting the required behaviours.
* Stays current and up to date on any changes that may affect the supply and demand of needed products and materials and advise others of any impact.
* Execute any other related duties as assigned.

## KEY RELATIONSHIPS

## Internal: Leadership and Management Teams, Sub Committees of the Board, All Departments

**External:** Government authorities and regulatory bodies, suppliers/contractors, External Consultants

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### **PERSON SPECIFICATION**

**Education**:

* Bachelor’s degree in Quality Management or related field required

Experience

* At least five (5) years of related experience in manufacturing and production required.
* Membership of an industry related professional body would be advantageous
* Significant quality management experience in supermarket or restaurant industry
* Experience of working in Quality Assurance in the Food industry

**JOB COMPETENCIES:**

**Knowledge/Skills**

**Knowledge of:** Quality Management, Quality Assurance, Food and Beverage Industry, Quality Control Methods, Quality Management Systems, ISO standards for Food Safety Management, Food Safety Hazards

* Leadership
* Business acumen
* Planning and organising
* Relationship management
* Decision Making and Problem Solving
* Service Excellence
* Advanced competence in the Microsoft Office Suite
* Technical and Professional Skills

**KEY ATTRIBUTES:**

* Attention to detail, requires being careful and thorough about details, recognising the impact of decisions
* Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks
* Ability to use applicable information technology and systems to meet work needs
* Ability to analyse and recommend improvements in quality assurance collect and interpret information, apply criteria, and make recommendations.
* Demonstrates proven quality leadership and models the way in quality across the organization

**WORK ENVIRONMENT**

* This job operates in a professional office environment. This role routinely uses standard office equipment.
* Consistently visits cold and hot environments within the store including kitchen, bakery, meat storage areas.

**PHYSICAL DEMANDS**

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear.
* The employee must occasionally lift or move products and supplies, up to 50 pounds.

**Job Description Review and Acceptance**:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice. I understand that I am required to work shift, evenings, and weekends.

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| Version No.: | 1.0 | Approved by  (General Manager) |  | Date: |
| Developed by  (HR Consultant) |  | Approved by  (General Manager) |  | Date: |
| Reviewed by  (HR Personnel) |  | Approved by  (Manager, HR) |  | Date: |
| Effective Date: |  | Approved by  (General Manager) |  | Date: |
| Incumbent’s Name [Block letters]:  Date Issued: |  | Employee Signature |  | Date: |