



JOB DESCRIPTION: QUALITY ASSURANCE WORKER

Role	Quality Assurance Worker (QA)
Reporting to	Goods-in team
Allocated Hours	40 Hours Permanent (P)
Location	Essential warehouse, Fishponds. Some homeworking may be possible if necessary, following training. Occasional visits to Harvest shops in Bristol and Bath may be necessary
Job Purpose	Ensure Essential Trading Co-operative complies with current food quality & safety legislation, completes required audits, liaises with external bodies, deals with customer enquiries, maintains and updates records

Main Accountabilities

- Manage incoming emails and prioritise tasks
- Supplier compliance (GMO's, SAQ, Organic Certification, Third Party Accreditation)
- In-person or remote supplier evaluation and auditing, particularly when there is a trend of issues.
- Investigate supplier and customer requests and complaints; quality assurance related returns, such as faulty, out of date or infested stock; root cause analysis and requesting these from suppliers; putting in place corrective action and preventative action; completing supplier audit questionnaires and risk assessments.
- Update product and packaging specifications.
- Work alongside Buyers, Marketing and Manufacturing for new and updated product line label design, ensuring accuracy and legal aspects for the Essential brand are compliant.
- Change and improve management procedures, e.g. new equipment training needs; training after amending a procedure
- Developing and reviewing Quality Assurance safety policies and procedures
- Record keeping and document admin
- Support Manufacturing and co-ordinating Quality Control activities in assessing quality, ensuring traceability, compliance with current safety legislation
- Induction, Food Safety & Hygiene and Allergy Awareness training; highlighting gaps in food handler training
- Organic certification compliance (audits, procedures, mass balance, etc.)
- Validating import documentation for UK imports (e.g. from Sri Lanka)
- Liaise with external contractors such as cleaners, waste and pest management, environmental services, legal and accreditation bodies as required

- Customer inspection audits
- Internal audits, inspecting the workplace for compliance, including retail shops
- Food Standards Agency and Environmental Health compliance for local authority inspections.
- Product recalls and withdrawals
- Microbiology and Allergen testing
- Overseeing warehouse cleaning procedures

Measures for the role:

- Successfully passing audits and implementing recommendations
- Timely response to supplier & customer enquiries and complaints

General requirements of Co-op workers

- Actively participate in running the team and the Co-op as a whole
- Show initiative and work independently without supervision
- Be willing to take on responsibilities beyond basic job description and provide cover for team colleagues during leave and absence
- Take ownership of tasks
- Communicate effectively, staying informed of Co-op affairs, sharing and exchanging Information with others
- Occasional weekend work may be required

Other relevant information:

- Training by Quality Assurance, Quality Control and Manufacturing will be on-site, possibly with occasional remote administration training
- Work will involve some heavy lifting & work within the warehouse using light machinery such as pallet truck and pallet wrapper
- Some occasion weekend work may be required

PERSON SPECIFICATION: QUALITY ASSURANCE WORKER

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Working independently • Meeting deadlines 	<ul style="list-style-type: none"> • Science, technical or manufacturing management background • Working or experience in a food environment
Knowledge	<ul style="list-style-type: none"> • Understanding of food hygiene requirements • Food safety and quality system management • Food manufacturing 	<ul style="list-style-type: none"> • Knowledge of Essential product range • Knowledge of warehouse systems • Food technology and science
Skills	<ul style="list-style-type: none"> • PC literate • Good written and verbal communication skills • Team work • Planning and organising 	<ul style="list-style-type: none"> • Use of Orderwise software • Good understanding of traceability in industry
Competencies/Behaviours	<ul style="list-style-type: none"> • Thorough, methodical, investigative • Customer-focused, friendly manner • Critical thinking • Pro-active • Self-motivation 	<ul style="list-style-type: none"> • Strategic thinking • Commercial awareness • Open-minded
Other	<ul style="list-style-type: none"> • Tolerance/understanding of a variety of people 	<ul style="list-style-type: none"> • Knowledge and/or experience of cooperatives