

## ROLE PROFILE - INTERNAL

<b>Role Title</b>	<b>Product Quality Technician</b>
<b>Business Unit / Group Function</b>	OBU
<b>BU Team / Sub-Function</b>	Quality
<b>Location</b>	Arete
<b>Team Leader Role</b>	Quality Leader - Arete
<b>Team Members</b>	No
<b>Role Level</b>	5
<p><b>Role Purpose</b>            To monitor incoming material quality and product quality within manufacturing operations at Arete and other locations, carrying out analysis, and reporting and communicating issues as necessary to relevant stakeholders to enable the business to meet and exceed customer and consumer quality expectations.</p>	
<p><b>Accountabilities</b>            Ensure that safe working practices and quality procedures are strictly followed in line with compliance to HMRC, environmental legislation &amp; Food Safety requirements.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> To perform inspections and audits of packaging materials and finished products, record findings &amp; quality issues via relevant systems and databases and actions as appropriate.</li> <li><input type="checkbox"/> Carry out trending &amp; analysis and report into the Packaging Quality improvement process KPI's</li> <li><input type="checkbox"/> Support operational activity and promote Quality standards, completing appropriate quality checks, provide guidance to ensure materials and finished product meets the required specification and customer expectations.</li> <li><input type="checkbox"/> To control, via IFS and other internal systems, product which fails to meet the required quality standards, reporting held stock levels and managing this stock through to rework, decant or destruction through to release on these systems.</li> <li><input type="checkbox"/> To control, via IFS and other internal systems, packaging material which fails to meet the required quality standards, reporting internally and externally to suppliers and liaising with them to reach effective solutions.</li> <li><input type="checkbox"/> Develop, implement and support across Arete site inspection quality criteria, standards &amp; procedures for material, product and engineering trials.</li> <li><input type="checkbox"/> Working within a high performing team culture, contribute appropriately to team meetings, work collaboratively and cross functionally to support the Arete Strategy, production plans and continuous improvement projects.</li> </ul>	
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## Competencies

<p><b>Working with People</b></p> <ul style="list-style-type: none"> <li>• Demonstrates an interest in and understanding of others</li> <li>• Adapts to the team and builds team spirit</li> <li>• Recognises and rewards the contribution of others</li> <li>• Listens, consults others and communicates proactively</li> <li>• Supports and cares for others</li> <li>• Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses</li> </ul>	<p><b>Delivering Results &amp; Meeting Customer Expectations</b></p> <ul style="list-style-type: none"> <li>• Focuses on customer needs and satisfaction</li> <li>• Sets high standards for quality and quantity</li> <li>• Monitors and maintains quality and productivity</li> <li>• Works in a systematic, methodical and orderly way</li> <li>• Consistently achieves project goals.</li> </ul>	<p><b>Following Instructions and Procedures</b></p> <ul style="list-style-type: none"> <li>• Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>• Follows procedures and policies</li> <li>• Keeps to schedules; arrives punctually for work and meetings</li> <li>• Demonstrates commitment to the organisation</li> <li>• Complies with legal obligations and safety requirements of the role.</li> </ul>
<p><b>Adapting and Responding to Change</b></p> <ul style="list-style-type: none"> <li>• Adapts to changing circumstances</li> <li>• Accepts new ideas and change initiatives</li> <li>• Adapts interpersonal style to suit different people or situations</li> <li>• Shows respect and sensitivity towards cultural and religious differences.</li> <li>• Deals with ambiguity, making positive use of the opportunities it presents.</li> </ul>	<p><b>Health, Safety &amp; Environment; Acts in a safe manner</b></p> <ul style="list-style-type: none"> <li>• Follows safe working procedures and seeks advice if unsure about a task</li> <li>• Only uses authorised and fit for use equipment</li> <li>• Reports accidents, unsafe acts and unsafe conditions to their leader</li> <li>• Co-operates with Leaders and other Team Members in promoting and improving health and safety within the team</li> <li>• Makes full use of any equipment provided for their health and safety</li> <li>• Considers the impact of actions on the environment</li> </ul>	<p><b>Presenting and Communicating Information</b></p> <ul style="list-style-type: none"> <li>• Speaks clearly and fluently</li> <li>• Expresses opinions, information and key points of an argument clearly</li> <li>• Makes presentations and undertakes public speaking with skill and confidence</li> <li>• Responds quickly to the needs of an audience and to their reactions and feedback</li> <li>• Projects credibility</li> </ul>

## **Skills and Experience**

### Skills and Qualifications:

#### Essential:

- Previous experience of working in a Quality / Technical role.
- Excellent interpersonal skills and ability to build effective working relationships
- Able to work on own initiative, confident, self-starter.
- Attention to detail and highly organised.
- Good Influencing skills to overcome barriers without excessive guidance.
- Computer literate and working knowledge of IFS, Word, Excel.
- An understanding and working knowledge of Luxury bottling standards

#### Desirable:

- Working knowledge of production and packaging processes in an FMCG environment
- Knowledge of problem solving techniques and ability to put into practice.