



Job Title	Compliance & Quality Systems Adviser		
Business Unit	Packaging & Supply Chain		
Location	SBP		
Job Group	4B		
Key Relationships			
Reports to:	Compliance & Quality Systems Leader		
Responsible for:	N/A		
Any other key relationships:	All UK and Ireland Operations Sites, Area and Team Leaders, Packaging Quality Team Leader, External Auditing Bodies (LRQA, BRC, PAI, customer specific audits)		
Job Purpose			
Maintenance of all quality system and food safety standards by supporting and advising the sites to maintain and improve their processes and facilitate continuous improvement.			
Key Responsibilities & Critical Success Measures			
<ul style="list-style-type: none"><li>• Support and advise in the development of the ISO 9001 and other integrated Quality systems (acting as Quality Advisor) for all UK and Irish operations sites through the evaluation of statistical data, past findings and knowledge of corporate, industry and wider external developments.</li><li>• Support, co- ordinate and supervise the work of external auditors or third party consultants.</li><li>• Provide monthly reporting and analysis to the Business Compliance &amp; Quality systems Leader against the agreed Quality Systems strategy for UK and Irish operations sites. Identify and assess business risks and propose/recommend effective processes and controls to manage those risks to an acceptable level.</li><li>• Provide reporting and analysis for the generation of the site Management Review Report and agenda every 6 months and the senior Management Review Report annually.</li><li>• Plan and undertake internal reviews or projects, in accordance with agreed working practices, appraising the relevant risks, processes and controls to identify opportunities for improvements to the effectiveness and efficiency of Quality and food safety Systems on UK &amp; Irish sites.</li><li>• Advise and agree improvement action plans with responsible leadership and external auditors where required, reporting the outcomes to appropriate leaders. Monitor the delivery of agreed actions by process owners.</li><li>• Advise and support site Leadership Teams in all Quality System and food safety matters. Devise and implement specific tools, processes and interventions (including risk management frameworks, audit methodologies and structures) appropriate to/for the business area(s) in question.</li><li>• Develop and maintain strong relationships with internal stakeholders, to raise awareness, influence process change, drive continuous improvement and the adoption of best practice, and external stakeholders to enable achievement of business objectives.</li></ul>			
Functional Competencies	Function:	Development & Compliance	
Deciding and Initiating Action			
<ul style="list-style-type: none"><li>• Makes prompt, clear decisions which may involve tough choices or considered risks</li><li>• Takes responsibility for actions, projects and people</li><li>• Takes initiative, acts with confidence and works under own direction</li><li>• Initiates and generates activity</li></ul>			
Relating and Networking			
<ul style="list-style-type: none"><li>• Establishes good relationships with customers and staff</li><li>• Builds wide and effective networks of contacts inside and outside the organisation</li><li>• Relates well to people at all levels</li><li>• Manages conflict</li><li>• Uses humour appropriately to enhance relationships with others</li></ul>			
Persuading and Influencing			
<ul style="list-style-type: none"><li>• Makes a strong personal impression on others</li><li>• Gains clear agreement and commitment from others by persuading, convincing and negotiating</li><li>• Promotes ideas on behalf of self or others</li></ul>			



- Makes effective use of political processes to influence and persuade others

## Applying Expertise and Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

## Analysing

- Analyses numerical data, verbal data and all other sources of information
- Breaks information into component parts, patterns and relationships
- Probes for further information or greater understanding of a problem
- Makes rational judgements from the available information and analysis
- Produces workable solutions to a range of problems Demonstrates an understanding of how one issue may be a part of a much larger system

## Learning and Researching

- Rapidly learns new tasks and quickly commits information to memory
- Gathers comprehensive information to support decision making
- Demonstrates a rapid understanding of newly presented information
- Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)
- Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation)

## Values

### Be Proud

We are proud of our brands, our heritage, and our commitment to superior quality in our products.

### Be Responsible

We are accountable and are committed to performing to our full potential within our teams, and as individuals.

### Be Professional

We value integrity, transparency, professionalism and constructive debate within a team working culture.

### Be Entrepreneurial

We foster a forward thinking and pioneering culture that recognises the need for innovative thinking and continuous improvement.

### Think Long Term

We all care deeply about the long term prosperity of the business and understand that this long term perspective gives us a major competitive advantage.

### Be Sustainable

We wish to make a positive contribution to our communities and to our environment.

## Knowledge, Skills and Experience

### Essential

- Degree level Qualified or equivalent relevant experience
- Lead Auditor, and food safety qualifications and experience combined with excellent facilitation skills.
- Knowledge and Experience of ISO 9001, FEMAS, HACCP, BRC
- Computer Literacy – Word, Excel, PowerPoint, Q-Pulse
- Current understanding of legislation and standards within area

### Desirable

- Demonstrable history of Continuous Professional Development

## Personal Characteristics

- Independent – demonstrates the ability to work co-operatively alongside others while retaining the capability to form and articulate independent views and opinions
- Pragmatic problem solver, with ability to deliver business results



- Self motivated with a positive attitude.
- Embraces change and drives new thinking
- Flexibility and adaptability due to changing business/ legislator requirements and the needs of the role

Created By:	Liz Orr	HRBP:	Lorna Laird
Date:		Date:	
Date of last revision:			