Dairy QA Systems Technician

Dairy quality and laboratory

Job title	Dairy QA Systems Technician
Department	Dairy quality and laboratory
Reports to	QA Manager
Direct reports	None
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Keeps the site's quality management system accurate, current and audit-ready in a dairy nutrition manufacturing plant. Acts as the quality team's lead user of the ERP and document control systems, and supports specifications, change control, non-conformance handling and training.

Key responsibilities

Quality management system

- Maintain quality procedures, records and controlled documents in the document management system
- Act as lead user for the quality modules of the ERP system, fixing data issues and supporting other users
- Run the change control process with production and engineering managers
- Monitor new and changing food legislation and brief the QA Manager on anything that affects the site
- Keep HACCP, allergen and food safety management system documents up to date

Specifications and raw materials

- Write and maintain specifications for new and existing ingredients and packaging
- Carry out raw material and supplier risk assessments
- Agree test plans for new ingredients with senior laboratory staff and the QA Manager
- Check that supplier certificates and approval records are current

Audits and non-conformance

- Prepare for and attend certification, customer and enforcement authority audits
- Log, investigate and close out factory non-conformances with the QA Manager
- Support root cause investigations into incidents, complaints and deviations
- Track corrective and preventive actions to completion
- Run internal audits against the site's quality and food safety standard

Training and reporting

- Deliver induction quality training to new starters, covering GMP, hygiene, allergens and halal requirements
- Keep quality training records up to date

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- Analyse quality data and present trends to the QA team and production managers

Qualifications and experience

Essential

- Degree in food science, microbiology, chemistry or a related science
- Proven experience in a quality role, ideally in food or dairy manufacturing
- Strong working knowledge of ERP and document management systems
- Understanding of HACCP and a GFSI-recognised food safety standard such as BRCGS
- Experience of internal or third-party audits

Desirable

- Experience in infant formula or dairy nutrition manufacturing
- Experience with dedicated quality management software
- HACCP Level 3 or an internal auditor qualification

Skills and attributes

- Logical, methodical approach
- Strong attention to detail
- Confident IT skills
- Clear written and spoken communication
- Ability to raise and explain problems with senior managers
- Ability to work under pressure and to deadlines
- Proactive and curious

Measures of success

- Successful outcomes at certification and customer audits
- Non-conformances closed out on time
- Specifications and controlled documents kept current
- Change control requests processed on time
- All new starters trained before working in production
- Accurate quality data in the ERP system

Working conditions and safety

Mainly office-based, with regular time on the factory floor and in hygiene areas wearing the required PPE. Normal weekday hours, with some flexibility around audits.

- Follow health and safety rules and safe systems of work, and wear the correct PPE
- Follow food safety, hygiene, HACCP and quality procedures at all times
- Report hazards, accidents, near misses and concerns promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

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