Dairy Quality Control Technician

Dairy quality and laboratory

Job title	Dairy Quality Control 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

Checks that finished dairy products and incoming raw materials meet specification before release. Records and interprets laboratory results, handles quality concessions and supplier issues, responds to customer complaints and reports quality trends to the QA Manager.

Key responsibilities

Product and raw material grading

- Grade finished product batches against specification using laboratory and process data
- Grade incoming raw materials and ingredients before they are released for use
- Write, track and close quality concessions for product outside specification
- Place product on hold or release it in line with site procedures

Laboratory results and trends

- Record chemical and microbiological test results accurately in the quality system
- Interpret results and advise production and QA colleagues on out-of-specification findings
- Track how often batches bypass normal testing or release steps and flag any increase
- Analyse results for trends and report findings to the QA Manager

Suppliers and customers

- Raise quality notifications with suppliers and follow them through to resolution
- Investigate customer complaints, gathering batch records and test data
- Draft clear and timely replies to customers about complaints
- Contribute evidence to supplier performance reviews

Hygiene and compliance

- Sign off environmental and equipment cleans before production restarts
- Support environmental monitoring and swabbing programmes
- Follow HACCP, GMP and food safety management system requirements
- Help prepare for internal, customer and certification audits

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Qualifications and experience

Essential

- A qualification in a science subject such as chemistry, microbiology or food science
- Strong IT skills, including spreadsheets and databases
- Basic understanding of HACCP and good manufacturing practice
- Experience of recording and interpreting laboratory data

Desirable

- Previous quality control work in a manufacturing setting
- Experience in food, dairy or consumer goods manufacturing
- HACCP Level 2 or 3 certificate

Skills and attributes

- Organised and self-motivated
- Attention to detail
- Scientific and numerical reasoning
- Clear written communication, including customer correspondence
- Ability to work well in a small team
- Ability to meet deadlines in a fast-paced environment

Measures of success

- Batches graded and released on time
- Accurate and complete quality records
- Customer complaints answered within target time
- Concessions and supplier notifications closed on time
- Clean sign-offs completed without production delays

Working conditions and safety

Full-time, mainly weekday hours, split between the quality office, laboratory and production areas. Hygiene rules and PPE apply on the factory floor.

- 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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