

## Role Description

<b>Job Title</b>	<b>Food Safety &amp; Quality Manager</b>
<b>Line Manager</b>	Senior Food Safety & Quality Manager
<b>Department</b>	Technical
<b>Location</b>	Dungannon
<b>Purpose</b> Full responsibility for advising on all technical aspects of factory production and its environment on relevant shifts, ensuring that all products meet Customer and legal requirements, particularly for food safety. Working with factory team to drive continuous improvement.	



### Key Responsibilities \ Measures of Success

- Design, implementation, maintenance and continuous improvement of HACCP based Quality Management System, including recording, storing and retrieval of records to demonstrate product quality, consistency and due diligence using industry best practice, customer best practice, BRC, Third Party / Legislative requirements / recommendations.
- Monitoring of factory cleaning and housekeeping and hygiene standards through first hand auditing on the factory floor, analysis of Audit Reports and development of action strategies as a result of repeated / trending of non-conformances. Contribution to cleaning specification development.
- Corrective action and control of non-conforming ingredients / product, products under hold, reject and returns and speed of action and problem solving.

Sincerity

Humility

Discipline

Simplicity

Determination

Avallability

Ownership

*“Delivering business success through our people”*

- Provide technical guidance, training and support to other departments, developing awareness and understanding of technical issues.
- Responsible for the management of line Technical Staff, to include recruitment and selection, training and development, performance monitoring, counselling and disciplining.
- Product / process / environmental improvements to meet Customer and legislative requirements and progress against internal KPIs
- Daily reporting for the operation team, providing relevant information to facilitate problem solving and continuous improvement.
- Liaise with Customers / Statutory Bodies during factory visits and audits providing information required and implementing corrective action where necessary (Management of Next Steps) and the compilation of response reports.
- Analysis of microbiological and chemical results / trends and determination of corrective action / preventative measures as required and response to Customer Out of Specification reports.
- Participation in the internal, independent auditing team as required.
- Management of serious incidents and corrective actions / preventative measures.
- Crisis Management (testing the system).
- Management of key subject areas.
- To be responsible for ensuring food safety, integrity, legality and quality at all times.
- To work in a manner that actively seeks to reduce any negative environmental impact in relation to the processes and procedures operating within their area and across the wider business e.g. reduction of waste, recycling etc.
- Any other duties as may be required to fulfil the needs of the position.

#### Key Deliverables

- To ensure all staff are fully trained and accountable
- Coordinate customers report within the required deadlines
- Ensure deadlines are met with customers and teams.
- Attend and support customer visits and write reports accurately which reflects the detail of the visit.
- Implement long-term actions to reduce issues
- Be project leader as necessary. (complaint reduction, GSOP implementation)
- Continual drive on improving site KPI's/ audit scores

#### Skills & Knowledge

- Experience as a QA Manager in the food industry
- Good level of education.
- Experience in similar FMCG food industry, including auditing experience.
- Excellent communication, interpersonal, negotiation, and organisational skills.

#### Essential / Desirable

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<ul style="list-style-type: none"> <li>• Team leadership qualities and personal development skills.</li> <li>• Initiative, self-motivated, well organised and assertive.</li> <li>• Logical approach, excellent problem solving and decision making skills.</li> <li>• Report writing and procedural writing skills.</li> <li>• Able to demonstrate a good record of achievement.</li> </ul>	E E E E E
<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> level qualification in relevant discipline.</li> <li>• Working knowledge of ISO 9000; BRC standard, HACCP, Food Legislation, and Food Hygiene.</li> <li>• Training, project management and coaching skills.</li> <li>• Able to demonstrate experience in establishing &amp; maintaining relationships with Customers, external contacts, management colleagues etc.</li> <li>• Advanced Diploma in Applied HACCP Principles.</li> <li>• Advanced Food Hygiene</li> <li>• Internal Auditing</li> </ul>	D D D D D D D

**Behaviours**

Our values are at the heart of our business and drive everything we do. *Availability* is key as we are receptive and open and prepared to take on new challenges. *Humility* is important to us as we listen and respect each other and value opinions of others. *Discipline* is vital to fulfil commitment internally and externally. We need to be truthful to each other and respectful of other opinions, so *Sincerity* drives us. At Pilgrim's we focus on what's practical and important so through *Simplicity*, *Ownership* and *Determination* brings success.

Document Control			
<b>File name</b>	Food Safety & Quality Manager	<b>Revision</b>	V1
<b>Written By</b>		<b>Date</b>	22.04.2026
<b>Approved By</b>		<b>Date</b>	22.04.2026

