

POSITION TITLE:	Quality Support Officer	POSITION CODE:	TBC	DATE:	14/01/19
DEPARTMENT:	Convenience Development	POSITION GRADE:	TBC	No. of REPORTS:	0
LOCATION:	2 Market St. Sydney	REPORTS TO: (Position Title)		QA Manager	
Position Purpose (how does the position contribute to the organisation i.e. why does this role exist?)					
Provide support to the quality team with emphasis on supplier certification management, customer complaint resolution and reporting.					
Critical Accountabilities & Outcomes (4-8 statements that describe key outputs or end results)					
The range of outcomes listed should reflect the mix of requirements of the role e.g. Commercial, Financial, Operational Excellence, Quality, Organisational Capability, Reputation Management etc. The statements should be written with more emphasis on Outcomes than on Activities i.e. more 'what' than how'.					
Accountability is usually the end result of a group of tasks eg: (i) Business Manager – manage the profitability of sales in the allocated territory by ensuring achievement of volume, NAM and EBIT targets & controlling costs. (ii) Operations Manager – manage the terminal infrastructure programmes & capital expenditure through preparation of the 5 year capital plan & ensuring that a properly trained team implements the program in accordance with Australian standards.					
The role of the Quality Support Officer will be to:					
<ul style="list-style-type: none"> • Customer complaints & investigations liaison • Supplier information i.e. supplier questionnaires • Maintaining supplier certification database • Specification management • Supplier investigations • Reporting of food safety & quality KPIs • Liaison with suppliers, retailers and operations • Preparation of reports • Key member of small private label quality team 					
Decision Making Authority (describe the types of decisions that the role is expected to make & which decisions / actions the role is expected to recommend).					
What types of decisions are made by this position on a regular basis?					
1. Day to day decision making in relation to administration & supporting quality & regulatory requirements.					
What types of decisions are referred to the next level?					
<ol style="list-style-type: none"> 1. Highlighting non-conformances 2. Escalating food safety & quality issues 					
Key Dimensions (What are the key dimensions of the position? Describe in quantitative terms, the 3-4 key dimensions that will help give an understanding of the size/scope of the position i.e. number of direct reports, number of individuals in organisation, budget size, assets under their responsibility, sales \$'s, profitability impact \$'s, projects size managed, etc).					
<ol style="list-style-type: none"> 1. Provide administrative support to the quality team 2. Obtain & manage supplier certification 3. Support customer complaint resolution process 4. Draft product notification correspondence as requested 					
Success Profile (Provide required experience, competencies, functional knowledge & qualifications necessary to perform the role effectively. Align with Success Profile).					
Experience:					
<ul style="list-style-type: none"> • Graduate level experience • Exposure to customer complaint management • Demonstrated interest in food safety & quality 					



POSITION DESCRIPTION

- Demonstrated learning agility and initiative

Functional Knowledge and Qualifications:

Academic:

- Degree in Food Technology or Science - Graduate

IT:

- Basic use of Microsoft programs

Competencies / Personal Attributes

- Positive, can-do attitude
- Attention to detail
- Confident and motivated individual who can work independently of others and in a commercial and focused manner
- Enjoys working in an innovative transformation environment
- Positive, can-do attitude
- Able to communicate effectively

Prepared By:
 Immediate Manager

Date:

Approved By: _____
 Manager Once
 Removed

Date:

Reviewed By: _____
 HR Representative

Date:

Title of position being
 replaced (if
 appropriate) _____
