

Name:

Department (and Section where appropriate): CoTE Directorate (Science)

Grade: G3

Job Title: Science Division Quality Coordinator -Science Directorate (Laboratory/analytical departments)

Immediate Line Manager (Job Title): Director of Science

Job Purpose

To assist in the local implementation of business systems in accordance with top level procedures and policies.

Main Duties (including % of time spent)

- To ensure that the relevant local operating procedures and systems are configured to be fully compliant with the top-level procedures. (10%)
 - Note: Top level procedures are designed to ensure compliance with management standards including ISO 9001 and ISO 17025.
- To ensure that the local systems documentation is established and maintained (25%)
- To raise awareness and promote compliance with all business systems by effective communication to the departments (15%)
- To ensure the effectiveness of the implementation of systems requirements via monitoring and review and direct instruction of staff; the latter being with the delegated authority of the relevant Head of Department or Director. (40%)
- To advise the Divisional Director on the status of compliance, trends in non-conformances and issues relevant to the implementation of systems (5%)
- To perform internal audits of the type and where competent to do so and in accordance with relevant audit schedules. (5%)

Knowledge, Skills & Experience

- Good standard of education and ability to interact with staff and clients at all levels
- Minimum 2 years' experience of administration of business management processes and their implementation with a good knowledge of formal standards including with 9001 and 17025
- Familiar with the working practices and requirements of relevant departments
- Ability to communicate effectively at all levels, both verbally and in writing, and to influence staff outside their line management structure
- Ability to work effectively within a multi-disciplinary environment and adapt to changing priorities
- Strong organisational/planning/co-ordination experience and skill in quality, technical or scientific roles
- Use of IT systems and software including Outlook, PowerPoint, Word, Excel and survey management software
- Good team player who is friendly, enthusiastic, innovative and enterprising; with good interpersonal skills and able to gain the trust and cooperation of staff across the Division
- Diplomatic and objective with a can-do attitude

KEY TASKS & RESPONSIBILITIES**1. Communications**

- Providing written and verbal reports to Heads of Departments/ Divisional Director and participate in quarterly management reviews on the local systems performance and any need for improvements
- Keeping departmental staff up to date with changes to policy, processes and procedures
- Providing a central point of contact for all departmental staff in relation to the local implementation of top-level policy/process/procedures, audit activities, document reviews, non-conforming work, client complaints and feedback, improvement, corrective and preventive actions
- Communicate with the BMSM in relation to local systems, implementation and effectiveness and the outputs from local audits
- Inform the BMSM of non-conforming work/complaints and the outputs from the resulting improvement plans.

2. Analytical Skills & Creativity

- To develop/revise local quality and/or technical and/or scientific documentation to meet the changing needs of the company, its business environment and the relevant Standards
- To understand and practically apply the top level/generic procedures and policies.
- Analyse data and information arising from audit, client feedback and non-conforming work and initiate improvements based on these inputs
- Source factual and reliable information and opinions to make sound judgements and decisions in relation to all main duties

3. Management of Activities

In respect of three departments (Chemistry & Biochemistry, Consumer & Sensory Sciences and Microbiology) with a combined staff complement of over 150 and an extensive range of activities accredited under UKAS to 17025 and under the general 9001 system

- Responsible for:
 - the planning/organisation of proficiency testing participation and the trend analysis of results
 - the planning/implementation of the local document review process
 - coordination of local assessment of compliance and competence through proactive and reactive monitoring
- Assignment of actions and timescales in relation to audit activities and subsequent monitoring/chase-up of completion through local administrators
- Oversee the development, review, amendment, authorisation, issue and withdrawal of documentation forming part of the local Departmental Management Systems
- Co-ordinating the departmental activities in relation to the annual third-party assessments, contributing to the quality/technical discussions regarding observations and coordinating activities in relation to corrective actions and audit closure.
- Co-ordinating the development of local method validation and quality review packs for UKAS submissions

In addition, to work closely with QCs to transfer best practices and align processes where appropriate and with the QC at Nutfield about the BBA Department

4. Management of People

- Direct reportee - Quality Administrator
- Assist Managers with the development of training plans for new starters
- Assist appointed Auditors in the planning, preparation and conduct of audits

- Advise all staff on best practice and effective corrective/preventive/improvement action
- Director – Job Holder – Quality Administrator (in addition, close interaction with HoDs, the Business System Manager).
- Instruct, influence and motivate staff, not under direct control, to carry out tasks to ensure the job purpose can be met.)

5. Management of Finance & Resources

- Commercial and financial awareness necessary to ensure work processes and activities are designed and implemented in a cost and time efficient manner

6. Autonomy & Accountability

- Prioritise and manage own work
- Working primarily unsupervised with general autonomy for decisions in respect of all main duties
- Consulting with Business Systems Manager, Heads of Department and Divisional Director if problems are anticipated or for sensitive issues
- Empowered to initiate departmental improvements in collaboration with the Heads of Department as appropriate and to have direct authority to approve, oversee and close out (or decline) specific corrective actions derived from audits or improvement plans.
- To work with the BMSM to ensure local processes are aligned to the top-level system and consistent, as far as is possible, with those in other departments. Specifically:
 - Responsible for the development, review, amendment and issue of Departmental Business Management System documentation
 - Accountable for the relevant Departmental Management Systems in relation to compliance with the requirements of Campden BRI Management System, 9001 and 17025

7. Working Environment

- Primarily at the Campden site but some requirement to travel to other sites may be necessary
- Requirement to work in multidisciplinary environments

8. Other designated job roles (Please tick those applicable)

Quality Co-ordinator
Trained internal Auditor

DSE User -Yes

Manual Handler -No

Signed & Dated

Job Holder Date

Line Manager Date