


# POSITION DESCRIPTION

## Food Safety & Quality Technician

	<b>Position Title</b>	Food Safety & Quality Technician
	<b>Division</b>	Quality and Safety Division
	<b>Classification</b>	Salaried Staff
	<b>Employment Status</b>	Permanent Part-Time

*At Merriwa, our Dream, Purpose and Values guide the way we work together with our clients, customers and each other. By caring about our business and each other we can help more people in our community.*

### Our Dream

*We are part of a future where people of all abilities reach their potential and they feel respected, happy and confident.*

### Our Purpose

*We provide an environment which encourages people to reach their potential while delivering quality products and services to our customers and clients.*

### Our Values

*The Merriwa team has shared values which result in taking **PRIDE** in our work and our role in supporting our community.*

- **Prosperity:** We are successful in the provision of our products and services, and having a positive working environment
- **Responsibility:** We treat the Merriwa business like it is our own business
- **Integrity:** We are honest and work to high standards
- **Diversity:** We understand that every person has different abilities and we welcome, accept and celebrate our differences
- **Excellence:** We are committed to being the best we can be, everyday, as we serve our clients and our customers.

### Position Summary

The Food Safety and Quality Technician reports to the Quality and Safety Manager and is responsible for providing timely technical advice to Merriwa's Contract Processing and Packaging (CPP) division. The Food Safety and Quality Technician will liaise with customers and consumers on a needs basis in relation to both the quality and safety of food products. The role will also assist with the training of staff where required to build knowledge in food safety, quality and product development, recommending of required testing and reviewing of test results for positive release of products for production.

### Organisational Relationships

<b>Reports to:</b>	Quality and Safety Manager
<b>Reportees:</b>	No direct reports
<b>Key Internal Liaisons:</b>	CPP Production Manager and Supervisors; Quality and Safety Team; Maintenance Team; CPP Operational Employees

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<b>Key Internal Forums:</b>	CPP Leadership Team; Occupational Health and Safety Committee; Food Safety Committee.
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### Areas of Responsibility

#### PRIMARY OBJECTIVES AND DUTIES

- Provide day-to-day technical support in the Quality and Safety Division utilising relevant qualifications skills, industry experience and interpersonal skills;
- Support and liaise with Management to ensure products meet and/or exceed customer requirements including timeframe and quality;
- Liaise with both the Quality/Safety Manager and the Production Manager to ensure that CPP's workforce has the necessary technical skills, information available and capacity to support the division's operational requirements;
- Support CPP and the Quality/Safety Manager to bring new products into production including assisting in the creation of product specifications.
- Support Management to maintain a food safety standard within the production facilities and ensuring we comply with Merriwa's policies and procedures.

#### SPECIFIC DUTIES

##### Quality and Safety

- Liaise with both internal and external stakeholders in relation to technical and quality matters in support of production.
- Ensure that all appropriate quality policies and procedures are followed, including HACCP across the business;
- Participate in monthly good manufacturing process (GMP) audits when required.
- Assist Production staff to effectively manage and control any contamination and quarantine issues and assist in the elimination of any future occurrences where practicable;
- Identify and make recommendations to Management in regard to continuous improvement of CPP's work practices, procedures and policies in relation to food safety and quality;
- Assist in the development of product specifications including product shelf life and testing regimes for food products including microbial and chemical limits for each product;
- Assist with the integrity and accuracy of information related to food processing and packaging undertaken onsite.
- Taking of product samples, environmental and allergen swabs for testing, reviewing of test results and interpretation of same.
- Making recommendations to Quality/Safety Manager and Production Manager where results are out of specifications.

##### Administration

- Assist with the development, documentation and monitoring of technical information.
- Assist with the periodic review and audit of Merriwa's raw material suppliers in accordance with the quality system.
- Maintaining and updating skills and knowledge within the food industry including, but not limited to allergen, labelling, best practice, food safety culture.
- Report writing as required and general data entry.
- Perform root-cause analysis and problem-solving activities where required to identify effective corrective actions and process improvements.
- Conduct thorough and accurate internal audits as directed by Quality/Safety Manager.
- Other administrative duties as required.

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### General

- Ensure that own work and work of fellow staff is undertaken in a safe manner that all relevant practices and reporting requirements of the Quality and Occupational Health and Safety Systems and food safety systems are maintained and reported back to Quality/Safety Manager;
- Participate in training programs and development programs as recommended or deemed necessary by Quality/Safety Manager;
- Attend divisional and company meetings as requested;
- Maintain excellent communication skills with all team members, customers and suppliers;
- Respect the rights of individuals including privacy and confidentiality;
- Actively participate in cooperative team work and display workplace behaviors that reflect the businesses values;
- Respectively works within the parameters of Merriwa's Dream, Purpose and Values whilst abiding by company policies;
- Perform other duties as directed;
- Maintain the workplace to lean standards.

### Key Performance Indicators

- Ensuring timely collection of samples and reviewing of test results and the communication of results.
- Continuous improvement of the quality management system and compliance, including timely closure of corrective actions and investigations.
- Assist with implementation of training and maintenance of same, including communication of policy changes.
- Reporting of quality and safety improvements including near miss reporting.

### Key Selection Criteria

- A minimum of two (2) years relevant food industry/food manufacturing experience;
- Diploma or degree in food science and technology;
- Meticulous attention to detail, especially with regard to food hygiene and safety;
- Excellent written and oral communication skills;
- Demonstrable ability to work independently and within a collaboratively team environment;
- Sound knowledge of food regulations.

### Desirable:

- Other relevant industry accreditation and demonstrated knowledge of food safety systems including BRC
- Drivers Licence
- Certified internal auditor of quality systems including food safety requirements

**Approved by:** .....

Quality and Safety Manager

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Date

**Accepted by:** .....

Food Safety & Quality Technician

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Date