

POSITION DESCRIPTION



POSITION DETAILS			
Title:	Quality Compliance Manager	Reports to:	Head of Legal, Risk & Sustainability
Department:	Legal, Risk & Sustainability	Location:	Auckland

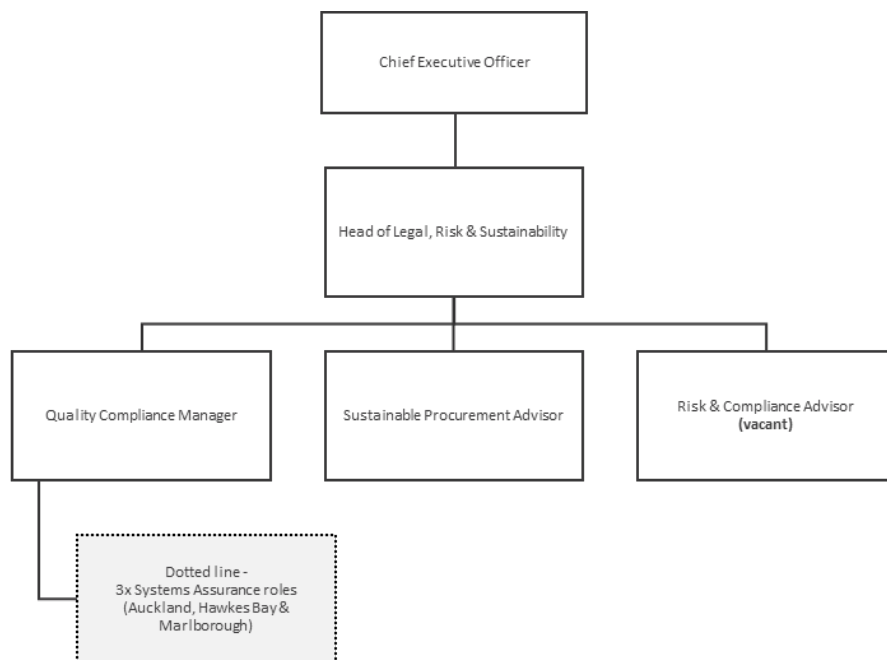
SECTION 1 – PURPOSE & SUMMARY

Reporting to the Head of Legal, Risk and Sustainability, the core purpose of the Quality Compliance Manager is to champion a focus on quality across Villa Maria. This role has responsibility for delivery of the quality assurance strategy for Villa Maria. To conduct ongoing monitoring of implemented processes, ensuring all quality activities comply with relevant legislation, certification requirements, customer requirements, legal demands, ethical standards and organisational policies. To conduct internal audits on business processes and external suppliers to ensure stated quality and environmental compliance specifications and requirements are maintained. Manage the certification schedule, including engaging the leadership on their role. To establish a national quality framework and implement any required changes, and serve as a resource advisor on quality for new product development initiatives, acquisitions or business projects. Engagement of quality assurance teams across the business

SECTION 2 – MAJOR CHALLENGES

- Embedding the role at an enterprise level as the go to place for technical quality and environmental compliance advice
- Continuing to foster an attitude of continuous improvement in quality and environmental responsibility across the organisation
- Engaging a group of indirect reports to deliver to a high standard
- Working with Health and Safety and the Risk Advisor to implement a consistent approach to compliance processes, tools and reporting across the business
- Ensuring the high standard of quality and environmental responsibility maintained by Villa Maria is able to be leveraged in business development opportunities (e.g. sales).
- Maintain relationships of trust with regulators and relative government departments to facilitate maintenance of licences and input into regulatory developments.

SECTION 3 – TEAM STRUCTURE



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SECTION 4 - MAJOR AREAS OF RESPONSIBILITY

KEY TASKS	OBJECTIVES/KEY ACCOUNTABILITIES
Strategic leadership	<ul style="list-style-type: none"> - Provide strategic input and recommendations to the Head of LRS and Executive Team and advise changes or opportunities that can and need to be incorporated that ensure we continue to achieve our quality and environmental compliance standards - Maintain awareness of commercial, regulatory, legislative and global trends that will or have the potential to impact our business either positively or negatively - Understand local and global trends that affect Villa's business and/or the industry and ensure potential threats and opportunities are managed - Translate Villa's strategy for quality into a well executed plan where people are empowered with tools, information and processes to make sound decisions - Drive and foster an attitude of continuous improvement in quality across Villa Maria - External relationships with key stakeholders are maximised and continue to align with our quality goals (regulatory, environmental, customer and supplier)
Operational delivery of quality & compliance systems and processes	<ul style="list-style-type: none"> - Embed our chosen quality and environmental management system across Villa Maria and ensure criteria continues to be met (such as ISO 9001 and 14001, BRC) - Ensure procedures and instructions are documented and ensure there is a deep understanding, capability and resources to follow the documents and instructions in relation to their duties and responsibilities - Support the continued implementation of a quality improvement culture and maintain and improve the safety, legality and quality of the company's products/services offered - Working with relevant departments, review and maintain all Villa Maria SOP manuals (eg. Production, winery etc). Develop SOP manuals for areas as required and review and update existing manuals - Continue to develop and document quality and environmental policies and procedures - Ensure the effective completion of all audits and certification processes (internal and external) including coordinating external audits across all Villa Maria sites, acting as the liaison for third party audits - Conduct internal audits and review all regional audits. As part of these audits ensure daily quality control checks of the production line (hygiene, sterilisation, filling, labels, packaging materials) are carried out and results are captured accurately - Train internal auditors - Conduct supplier audits including being involved with supplier review processes and ensuring appropriate checks & reviews are in place - Be the point of contact with suppliers / partners on quality and environmental compliance issues - Oversight of the process relating to non-conformances ensuring they are raised, resolved and closed out in line with our agreed approach - Working with the Communications Manager, ensure company accreditations are added to websites and kept up to date (compile logos for use on websites). Arrange to display certificates. - Work with others to ensure certifications are able to be communicated broadly to stakeholders, including by the sales team. - Responsible for coordinating the Recall Team including conducting annual product recall exercises - Deliver effective training to enable the recognition and identification of quality and environmental compliance issues
Documentation / database management	<ul style="list-style-type: none"> - Contribute to database of our suppliers ensuring details are up-to-date and are maintained accurately - Quality control checks and findings are captured and monitored - Utilisation of a documentation system for 'future proofing' - Assist RFP processes by ensuring relevant information is requested and customr or quality - Ensure policies that relate to quality and environmental compliance are current and available - Document and maintain oversight of concerns/complaints database
Continuous improvement	<ul style="list-style-type: none"> - Work with the team to make suggestions and support initiatives - Look to continuously improve quality assurance and environmental compliance systems and encourage a culture of continuous improvement across systems assurance teams and suppliers -

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SECTION 5 – KEY RELATIONSHIPS

ROLE TITLE	NATURE OR PURPOSE OF CONTACT
Operations Manager, Bottling Manager, Production supervisors and staff, Warehouse Manager and team	Quality issues, Quality systems, manuals, audits, staff training.
Planning and Purchasing Manager	Quality issues, stock location, planning information
Group winemaker and all winemakers in group	Quality issues, Quality systems, manuals, audits, staff training.
Viticulture teams, wineries teams, site managers	Environmental compliance systems and certifications
Laboratory teams	Quality issues, Quality systems, manuals, audits, samples, QC clearance
Engineering Manager	H&S, Quality issues, production improvements.
Operations Assistant	General information, Quality checks on caps, cartons, bottles, GS1, daily QC checks, internal audits
Customer Service Manager and team	Arrange customer complaint replacement bottles and wine makers tasting bottles, adjust retention stock in system.
Lab staff at Marlborough, Te Awa and Auckland	Manual changes, quality system management and audits (external/internal)
HR Manager	H&S policies, inductions and policy updates
Sales and Marketing,	Recalls, customer complaints, quality issues, returns
Finance	Accounts
IT teams	IT issues, new software, intranet requirements
Contract bottling contacts	Quality and sampling issues
External Bottling-related or Quality-related Suppliers	Packaging quality issues
Hygiene contractors	Hygiene quality issues
Rentokil Pest Control	Pest Control monitoring, audits and quality issues
Customs	Bonded warehouse & customs issues
MAF Biosecurity New Zealand	Transitional Facility Operations

SECTION 6 – SKILLS, EXPERIENCES & QUALIFICATIONS

- Tertiary qualification in QMS, Food Technology, Food Science or Food Engineering (or equivalent)
- Experienced in leading a team of professionals
- Experience in developing and embedding processes and systems required to maintain high quality production
- A strong attitude towards continuous improvement and driving a quality culture
- A background in quality/compliance management within the FMCG or other high-compliance sectors (such as food or pharmaceutical sectors)
- Strong and experienced in leading internal and external audits
- An effective communicator across a wide range of stakeholders
- Track record at effective trouble shooting
- Good financial acumen and is comfortable handling operating budgets and understanding of impacts on P&L
- Good understanding of the cross over between internal quality and compliance and commercial execution of the product