

Position Classification: Specialist/Team Leader

Responsible for: To work as part of the Quality Assurance team to aid in producing the safest and highest quality product that is practical.

Leadership/Business influence: Providing technical leadership, mentoring and supervising others

Reports to: Laboratory Manager

Supervises: Laboratory Technicians

Main Functions and Activities

Laboratory Operations

- Oversee the day to day operations of the laboratory including managing roster, leave and time-sheets for lab technicians.
- Manage laboratory service contracts, and maintenance.
- Maintain laboratory supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies and reporting usage quarterly.
- Plan, manage and oversee the operation and delivery of services and technical processes within the laboratory.
- Identify the cause of and resolving any poor analytical performance problems and review the need for staff training
- Provide in depth training to support staff fully understand laboratory processes and help them to become proficient in technology and systems used.
- Identify the knowledge, skills and abilities to enhance staff to perform their job.
- Laboratory Staff Coaching and Mentoring to give guidance and feedback.
- Maintenance of laboratory equipment and equipment use allocation.
- Quickly assess situations, find solutions and take decisive action, often under pressure of deadline.
- Accurately carry out routine tasks in the event of high workload and/or absence of laboratory staff and follow laboratory standard operating procedures to carry out analyses.
- Calibrate, operate and troubleshoot laboratory equipment according to laboratory standard operating procedures.
- Review data entry for quality control and to generate Certificates of Analysis.

- Method development, evaluation and validation.
- Manage Stability Trials and testing.
- Issue Laboratory Certificate of Analysis as per Export department and Customer requirements.
- Supervise the smooth operation of the laboratory waste disposal function and laboratory housekeeping.

Measures - *Scheduling and assigning laboratory staff. Follow up on work results. All procedures and analysis carried out in a timely manner. Reports & records issued in clear, concise and timely manner. Quality standards maintained within laboratory procedures. Ensure quality records for equipment are kept up-to-date, Ensure all laboratory records are kept up-to-date. Ensure quality control checks for analyses are carried out as per daily requirements and as per laboratory operating procedures. Work within a team to complete laboratory projects. Efficient use of laboratory resources. The laboratory environment is kept in line with good laboratory practice standards. Avoid accidents/incidents. Display flexibility in adapting to new routines and modifications of assignments. Organise the service and repair of any laboratory related equipment that is malfunctioning.*

Laboratory Quality System

- Ensure analysis and reporting is undertaken in accordance with the Laboratory Quality Systems.
- Inter-laboratory Results fall within acceptable quality criteria testing ranges and are within accepted standards.
- Ensure all testing is monitored by adequate internal quality control and any corrective measures are recorded.
- Keep accurate sample records, proforma worksheets, QA sheets as per laboratory quality system requirements.
- Ensure accurate transcription of data from workbooks, worksheets etc. to Laboratory computer database.
- Maintain technical and general staff training records.
- Ensure all Quality records, data & information are available.
- Ensuring non-conformances are identified and documented.
- Facilitate for the Laboratory team to eliminate variation and strive for zero errors.
- Facilitate internal and external audits.

Measures - *SWI's, quality records and reports are up to date. Interwinery Results are within inter-laboratory quality pass criteria. Achieve ISO 17025 accreditation*

Corrective Preventive Actions

- Oversee the implementation and practice of laboratory programs and Food Safety and Laboratory Quality procedures
- Systematically raise Out of Specifications or Non-conformances as necessary
- Perform root cause analysis
- Eliminate testing variation and strive for zero errors
- Other duties as required to fulfil the primary objective of promoting quality and food safety within De Bortoli Wines
- Quarantine finished product as per company policies and procedures
- Notify the Laboratory Manager of any process deviation

Measures - NCR's and OOS closed out within agreed time frame. Zero major non-conformances found during internal and external laboratory audits. Decrease the number of the laboratory NCRs and OOS.

Personal Training

- Training and development needs are identified, agreed with direct line manager and implemented annually
- Participate in training in accordance with Quality department training metrics.
- Pass any courses funded in anyway by De Bortoli Wines
- Participates in the performance appraisal process where personal performance and development is reviewed

Measures -Pass results and course attendance records. Achieve established KPIs

Troubleshooting

- Participate in continuous improvement projects
- Identify problems and offer solutions to overcome these
- Actively resolve problems in the workplace by putting measures in place to prevent recurrence.

Measures - Resolution of problems. Lead laboratory team to deliver bottom-line improvements through effective implementation of standardized work, management by takt time, workplace organization

Teamwork

- Able to work with other people in a productive manner
- Attend weekly production/processing meetings and communicate any problems or solutions to management
- Attend weekly Winemaking meetings
- Communicate clearly, directly and on a timely basis

Measures - Working as part of a team, ensuring that other person or areas can reduce

downtime and increase productivity

Policies and Procedures

- Comply with and ensure all company policies, procedures are followed

Measures - *Compliance with company policies and procedures*

Promote safe attitudes and work practices

- Comply with all OH&S policies and procedures
- Perform your duties in a manner that is not hazardous to you or other employees
- Wear Personal Protective Equipment (PPE) as specified
- Report all accidents, near misses and unsafe work practices/hazards to your Manager/Supervisor

Measures - *Compliance with Company policies and procedures. Incidents reported in accordance with Company procedure. Zero harm*

Internal contacts: All employees in all production areas, Operations Manager , Export team, Warehouse Team, Laboratory Team, Dry goods Team, Quality Manager
Laboratory Suppliers

External contacts: N/A

Essential Capabilities and Experience

- Tertiary Qualification in Chemistry or Biochemistry or relevant industry experience in a scientific/analytical environment
- Well developed computer and data management skills
- Well-developed written communication skills with the demonstrated ability to write reports
- Demonstrated experience in the development, validation and maintenance of laboratory operating procedures.
- Demonstrated relationship management experience
- High level of communication and people management skills.
- Ability to develop and lead a team of laboratory technicians.
- Demonstrated ability using effective negotiation skills when dealing with suppliers.
- Able to work autonomously whilst seeking help and advice when necessary.



Incumbent Name: _____

Signature: _____

Date: _____

Managers Name: _____

Signature: _____

Date: _____