

Position Classification: Operational/Technical/Specialist

ANZSCO Code: 311314 – Primary Products Quality Assurance Officer

Responsible for:

- Develops, implements and oversees monitoring, testing and application of quality assurance programs within a processing enterprise.
- Monitors production requirements as they relate to food safety and quality assurance across processing, production and storage/warehousing functions.

Leadership/Business influence: Works independently and proficiently with minimal supervision, applying specialist knowledge to quality assurance and compliance activities across the processing and production facility.

Reports to: Quality Manager

Supervises: N/A

Main Functions and Activities – Core

Function 1 – QA Program Development and Implementation

- Develop, document and implement quality assurance programs, procedures and specifications for the processing and production facility, ensuring alignment with regulatory requirements, industry standards and business objectives.
- Review and update QA programs on a regular basis to reflect changes in legislation, customer requirements and production practices.
- Work with Operations and Production teams to embed quality assurance programs into day-to-day processing activities.
- Develop and maintain Standard Work Instructions (SWIs) relevant to quality, food safety and compliance functions within the facility.
- Maintain and control product specifications and quality standards for finished goods, as well as specifications for dry goods and packaging materials used in the production and packaging process.
- Contribute to the ongoing development and improvement of the Enterprise Quality Management System (EQMS) and related quality documentation.

Measures – QA programs current, documented and operational. Product and material specifications maintained and accessible. SWIs developed and kept up to date.

Function 2 – Production Monitoring and Testing

- Monitor production requirements as they relate to food safety and quality assurance throughout processing, production and storage/warehousing functions.
- Conduct scheduled quality control inspections and product testing at critical points in the production and packaging process, including in-process and finished product sampling.
- Monitor/inspect samples against approved specifications and documented parameters, recording results accurately within the quality management system.
- Verify that critical control points (CCPs) identified under the HACCP plan are being actively monitored, recorded and controlled during production.
- Ensure hygiene and sanitation standards are maintained across processing, storage and packing areas in line with Good Manufacturing Practice (GMP) requirements.
- Authorise the release of finished product from quarantine in accordance with company policies, approved specifications and applicable regulatory requirements.

Measures – Production monitoring completed to schedule. In-process and finished product test results recorded accurately. HACCP controls are verified and documented. Product released in accordance with specifications and company procedures.

Function 3 – Food Safety and Regulatory Compliance

- Monitor and apply changes to relevant food safety legislation and industry standards applicable within a wine processing enterprise, including the Australia New Zealand Food Standards Code (FSANZ), the Australian Grape and Wine Authority Act and applicable export market requirements.
- Maintain current product specifications for domestic and export markets, including customer own-label products, ensuring compliance with all relevant standards and labelling regulations (FSANZ, ACCC).
- Coordinate product information requirements for customers and regulatory purposes, including Certificates of Analysis (COA), Product Information Forms (PIF), Country of Origin Labelling (CoOL) and Letters of Ingredient Particulars (LIP).
- Manage export approval documentation and Market Licence (MLIS) applications in line with Wine Australia requirements and target market standards.
- Assist with the preparation and coordination of external audits, including BRC Global Standards, HACCP and food safety certification audits.
- Liaise with external audit bodies, regulatory authorities and certification agencies as required.

Measures – Regulatory and legislative changes identified and applied promptly. Product specifications accurate and current. Export and compliance documentation completed within required timeframes. External audits supported effectively.

Function 4 – Non-Conformance and Corrective Action Management

- Identify, record and manage non-conformances (NCRs) and out-of-specification (OOS) results using the company's non-conformance system, ensuring timely escalation where required.
- Conduct root cause analysis for non-conformances, process deviations and customer complaints, and develop effective corrective and preventive actions (CAPAs).
- Follow up on NCR and CAPA closure with relevant internal stakeholders within agreed timeframes, and notify the Quality Manager of any unresolved or recurring issues.
- Investigate customer complaints, maintain accurate records and communicate outcomes to relevant parties in a timely manner.
- Conduct and document product traceability exercises and mock recalls to verify the integrity of traceability systems and meet legal and customer requirements.
- Compile and report non-conformance trends, quality performance data and emerging risks to the Quality Manager on a regular basis.

Measures – NCRs and OOS results closed within agreed timeframes. Root cause identified and CAPAs documented and in place. Traceability exercises completed as required. Customer complaints resolved promptly.

Function 5 – Quality Systems Administration and Reporting

- Maintain a strong working knowledge of the Company's quality management system and ensure all quality records, data and information are accurate, complete and accessible.
- Manage controlled documents within the Enterprise Quality Management System (EQMS), ensuring the most current version is available to all relevant staff and that the system is functioning as intended.
- Prepare quality reports and contribute to quality meeting minutes, communicating outcomes of quality activities clearly to relevant stakeholders.
- Plan and participate in the internal audit program across production and quality functions, and provide clear feedback and reporting to the Quality Manager.

- Deliver structured training to production and quality staff on quality systems, HACCP, GMP and food safety requirements, and support the HR team with online training and induction content.
- Ensure ongoing compliance with quality, legal, company and industry regulatory requirements relevant to the processing and production facility.

Measures – *Quality records accurate and audit-ready. Internal audit program completed as scheduled. Reports prepared and distributed in a timely manner. Staff trained in quality systems and food safety requirements.*

Main Functions and Activities – General

Continuous Improvement

- Actively identify opportunities to improve quality processes, production outcomes and system efficiency within the processing and production facility.
- Contribute to continuous improvement projects and share learnings from audits, non-conformances and customer complaints to prevent recurrence.
- Identify problems, propose practical solutions and take ownership of resolution in your area of responsibility.

Measures – *Improvement initiatives progressed and implemented. Problems resolved with preventive measures in place.*

Teamwork

- Build effective working relationships with cross-functional teams across Production, Operations, Planning, Procurement and Sales & Marketing.
- Communicate quality findings, issues and outcomes clearly and in a timely manner to relevant stakeholders.
- Attend relevant meetings and contribute constructively to a collaborative quality culture.

Measures – *Effective cross-functional relationships maintained. Quality issues communicated and resolved in a timely manner.*

Personal Development

- Identify training and development needs with your direct manager and work towards agreed annual goals.
- Participate in performance appraisals and ongoing professional development relevant to the role.
- Stay current with developments in food safety, processing industry regulations and quality management practice.

Measures – *Agreed development plan in place and actively progressed.*

Work Health and Safety

- Comply with all WHS policies and procedures and carry out duties in a manner that is safe for yourself and others in the facility.
- Wear personal protective equipment (PPE) as specified for the work area.
- Report all incidents, near misses and unsafe conditions to your manager promptly and in line with company procedures.

Measures – Compliance with company WHS policies and procedures. Incidents reported in accordance with company procedure. Zero harm.

Internal Contacts: Quality, Operations/Production, Planning, Procurement, Finance, Sales & Marketing.

External Contacts: Suppliers, customers, regulatory bodies (Wine Australia, FSANZ, ACCC), external audit and certification agencies.

Essential Capabilities and Experience

- Demonstrated experience working in a food manufacturing, beverage production or processing enterprise.
- Sound working knowledge of HACCP, GMP and food safety management systems as applied within a processing facility.
- Practical experience in the development and implementation of quality assurance programs, including monitoring, testing and verification activities.
- Understanding of relevant food safety legislation and industry standards, including the Australia New Zealand Food Standards Code and applicable regulations for a grape and wine processing enterprise, with the ability to interpret and apply these requirements.
- Experience in non-conformance management, root cause analysis and corrective action processes.
- Experience in product traceability, compliance documentation and quality records management.
- Strong attention to detail with the ability to manage multiple priorities in a production environment.
- Well-developed written and verbal communication skills.
- A proactive, can-do attitude with the ability to work independently and as part of a team.

Qualification requirement (ANZSCO 311314 – Skill Level 2): AQF Associate Degree, Advanced Diploma or Diploma in a relevant field (e.g. food science, applied science, oenology); or a minimum of three years of relevant experience in quality assurance within a primary production or processing enterprise. Relevant on-the-job training may also be required in addition to formal qualifications.

Desirable Capabilities and Experience

- Qualifications in food science, applied science, oenology or a related discipline.
- Experience with compliance requirements specific to the grape and wine processing industry, including export markets, provenance, vintage and varietal labelling.
- Working knowledge of ERP or quality management software.
- Experience with mass balance, traceability and mock recall management in a processing environment.
- Familiarity with BRC Global Standards, FSSC 22000 or equivalent food safety certification systems.

Incumbent Name: _____

Signature: _____

Date: _____

Managers Name: _____

Signature: _____

Date: _____