



Technical Manager

Position Description

Our Purpose Creating Goodness from the Farms the World Needs

Division: Operations

Reports to:

Role purpose:

The **Technical Manager** is responsible for leadership of the Technical team, effective implementation and adherence to all food safety and quality programmes as required to meet production, customer, Overseas Market Access Requirements (OMAR) and regulatory requirements. This role is responsible for mentoring and coaching Technical/Compliance/Operations team members and for various problem solving and food safety projects associated with new machinery, technology or methodologies ensuring production to a high standard.

Responsibilities include:

- Food Safety and Quality Compliance
 - People/ Leadership
 - Food Safety and Quality Training
 - Systems, Monitoring and Reporting
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Key relationships

External:

MPI
AssureQuality
Other Regulatory Agencies
Independent Auditing Bodies
Key Customers

Internal:

Risk Manager
Operations
Quality Assurance and Technical Team
Health and Safety Team
Food Safety and Market Access Team
Environmental Advisors
Number of direct reports as per Organisational Chart

Key responsibilities

Food Safety and Quality Compliance

- Food safety programme is maintained to meet company, customer and regulatory requirements
- Management and implementation of plant HACCP systems.
- Facilitate customer access to audit the plant from a technical aspect and co-ordinate actions required to achieve an acceptable outcome.

- Identify issues, applying adequate and effective corrective actions and documentation. Where an issue impacts on product disposition the Risk Manager and/or Plant Manager are notified.
- Report any non-compliance to the Departmental Supervisory staff including any required review actions. Escalate to Risk Manager & Processing Manager if unresolved.
- Risk Manager and/or Plant Management notified immediately if an issue requires production to be delayed or stopped.
- Undertake root cause analysis on major food safety and regulatory compliance failures and report findings to Risk Manager and Plant Management Team.
- Maintain knowledge and ensure compliance with Overseas Market Access Requirements (OMAR).
- Liaise closely and regularly with onsite MPI ensuring identified issues are resolved through support from engineering and production management staff.
- Attend PBV audit debriefings and schedule resolutions to issues.

People/ Leadership

Develop a team culture in the team to achieve compliance, health and safety, and production targets.

Get to know your people; their personal and work goals, their team and individual strengths and weaknesses. Hold them accountable for their performance but support them to achieve their goals.

Undertake leadership training

Monitor employee performance and provide regular constructive feedback through the GROW model.

Use the succession planning tools (GROW).

Identify, support and grow talent and capability within the department

Monitor absenteeism and actively engage with staff to improve their attendance where applicable

Food Safety and Quality Training

- Complete subject matter expert activities associated with new machinery, technology or methodologies training components
- Assist with delivery of the Food Safety and Quality Training modules
- Mentor and coach the plant technical team
- Advise on development opportunities to build capability within the plant technical team
- Undertake Succession Planning for the Technical team in conjunction with the Risk Manager

Systems, Monitoring, Audit and Reporting

- Ensure Quality Systems are being utilised and maintained in an accurate and efficient manner adhering to all required privacy and confidentiality requirements

- Provide the required monthly, quarterly and annual reporting to Risk Manager and Corporate providing meaningful narrative and context around key metrics, anomalies or highlights for the reporting period
 - Assess and recommend on-going improvements to technical systems and procedures and assist with the implementation of changes.
 - Collate documentation and information required for internal and external audit purposes including MPI Verification Services (VS)
 - Manage and execute the plant internal audit programme including:
 - Quality systems
 - Performance Based Verification (PBV) Audits
 - Documentation audits
 - Corrective action reviews
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Competencies and professional expertise

- Proven experience in people leadership
 - Demonstrates excellent written, oral and interpersonal communication skills
 - Stakeholder relationship, engagement and collaboration success
 - Keen attention to detail
 - Accurate and energetic approach to business success
 - Hold a tertiary qualification and/or relevant experience in a similar role.
 - Broad-based experience or a sound knowledge of all mandatory quality and compliance requirements for a modern meat plant with a good understanding of their application.
 - Excellent working knowledge of Food, Safety, Quality inc HACCP principles and application.
 - A demonstrated knowledge of the legal and legislative compliance conditions and issues applicable to the meat industry.
 - Computer literacy including experience with quality systems and tools
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Core expectations

Customer focus - Proven ability to take ownership of issues

Adding value – Contribute to cross-functional projects and strategic initiatives

Values and Strategy – Live the Silver Fern Farms values and strive to achieve our strategic goals

Other duties – Complete all reasonably requested tasks in a competent and timely manner

Health, Safety and Wellness

- Lead by example, taking a proactive approach to ensuring work is completed in accordance with health, safety, wellness and injury management policies, standards and legislation
- Ensure accountability and positive recognition for health and safety behaviours occurs
- Follow all reasonable instructions, do not by action or inaction put yourself or others in harm's way

- Ensure your own fitness for work and carry out duties safely including reporting hazards, near misses and incidents for yourself, your staff or that you observe immediately
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