



<b>Job Title:</b>	Technical Assistant
<b>Department:</b>	Technical
<b>Base Location:</b>	Tewkesbury Head Office
<b>Hours:</b>	40 hours per week, Monday - Friday
<b>Relationships:</b>	All Departments and External Bodies
<b>Responsible to:</b>	Technical Manager

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## The Team Cotteswold Purpose:

**Being at the heart of a responsible and sustainable dairy community**

## JOB DESCRIPTION

### Overview:

At Cotteswold Dairy, you will be part of a team that genuinely cares about quality, food safety and doing things the right way. This is a hands-on role where your input will make a real difference - from improving process to influencing site standards

No two days are the same and you'll have the opportunity to develop your technical skills in a supportive and fast-paced environment. This role offers an excellent opportunity to develop within the technical / quality function; with exposure to audits, investigations and continuous improvement projects

This role would suit someone who is not afraid to speak up, ask questions and work closely with different teams across the site. If you're organised, curious and passionate about food safety and quality - and enjoy being part of a team that makes a real difference - we would love to hear from you.

### Main Duties & Responsibilities:

- Assist the Technical Manager with implementing, monitoring and developing quality control programmes
- Help to monitor the production department's conformance with quality systems
- Review company operations to ensure legal compliance

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- Work towards meeting the requirements for site accreditation schemes and legal compliance
- Support and participate in traceability exercises and mock recalls
- Manage and complete internal and external audits/ visits
- Assist with running and review of HACCP and Food Fraud Systems
- Troubleshooting and resolving non- conformity via root cause analysis
- Play a key role in supporting the production department and laboratory with technical /quality knowledge when necessary
- Manage, investigate and trend customer complaints, quality / technical KPI's etc and preparing presentations when needed
- Support the implementation and verification of corrective and preventive actions arising from complaints and NCRs
- Escalate overdue or high-risk actions where necessary
- Ensure all equipment is calibrated within required timeframes and records are maintained
- Liaise with external contractors/ suppliers and customers where required
- Deliver technical inductions on a rotational basis to new starters
- Assist with the company's H&S in order to protect employees and the Company against harm and maintain a safe working environment
- Encouraging GMP across all site and ensuring compliance with existing legislation
- Identify opportunities for continuous improvement relating to product quality, food safety and compliance
- Support and promote the site's Quality Culture plan and engagement activities
- In the absence of the other technical members, cover the general duties and seek the support from the Department Managers and Operations Director as required

## **Skills (Essential):**

- Exposure to quality or technical roles in a food manufacturing or dairy environment
- Understanding of Food Safety Standards (e.g. HACCP, BRCGS)
- Strong organisational and time management skills

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# Cotteswold Dairy



- Competent in Microsoft Office (Excel, Word, PowerPoint)
- Excellent attention to detail with clear focus on end results
- Strong communication skills; being able to foster and maintain excellent working relationships
- Positive attitude possessing high levels of commitment, motivation and flexibility
- The ability to work in an analytical and structured manner
- Innovative and forward looking, seeking ways to constantly improve
- Working in a factory / production / office environment

## **Personal Attributes:**

- Positive and quality-driven with a proactive approach to maintaining food safety and product standards
- Strong problem-solving mindset
- Ability to work independently and as part of a team
- Committed to high standards of food safety and quality
- Structured thinking
- Good documentation habits
- Be confident challenging issues politely
- Supporting improvements
- Challenging the status quo

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