



Job Title:	Laboratory Manager
Department:	Management
Base Location:	Tewkesbury
Relationships:	Technical, Production, Chilled Warehouse
Responsible to:	Technical Manager

The Team Cotteswold Purpose:

To be at the heart of a responsible and sustainable dairy community

JOB DESCRIPTION

Overview:

As Laboratory Manager, you will lead the laboratory function to ensure product safety, quality and compliance with all relevant food safety standards.

You will be responsible for managing testing schedules, team development and audit readiness, playing a key role in maintaining our BRCGS certification and HACCP protocols.

You will bring a positive, can do attitude and ability to thrive in a fast paced setting. Naturally curious and eager to learn, you will enjoy improving process and exploring new ways of working. You will also be someone who brings people together, builds strong team relationship and lives the Cotteswold Dairy values in everything you do.

Main Duties & Responsibilities:

- Ensure product safety, quality and compliance with food safety standards
- Manage the laboratory budget, ensure procurement and stock control is maintained for full laboratory and factory support
- Coordinate the laboratory team to carry out testing and sampling of raw materials, and finished products, including shelf-life testing, in accordance with approved methods and procedures
- Ensure all environmental and microbiological testing is completed accurately and within the required timescales, in accordance with established procedures and testing schedules
- Take ownership of the Environmental Monitoring Programme and site sampling plan, ensuring they are effectively managed, maintained, reviewed and implemented in accordance with site requirements and applicable standards

Purveyors of **Quality Products** with **First Class Service**



- Ensure consistency across the laboratory and provide clear communication regarding all food safety and quality issues identified
- Work closely with the laboratory team leader to ensure that all responsibilities, tasks and objectives outlined within the role are effectively communicated, managed and completed
- Ensure the laboratory technician rota is appropriately managed and adequately resourced at all times, ensuring staffing levels and shift coverage meet operational and business requirements
- Prepare for, participate in, and assist the technical manager with site accreditation audits as required
- Ensure laboratory equipment is appropriately maintained, calibrated and verified in accordance with the agreed schedule
- Ensure laboratory samples are supplied to external laboratories for analysis as required and ensure all results are accurately recorded, monitored, trended and analysed
- Ensure certificates of conformance and any other required documentation or supporting evidence are prepared and issued in a timely manner for external customers
- Initiate non-conforming product reports and liaise with the technical manager and/or production management regarding non-conforming products, advising on product failures and required actions
- Ensure high standards of laboratory hygiene are consistently maintained and that all relevant health & safety and hygiene requirements are fully adhered to at all times
- Ensure all laboratory documentation and records are accurately completed, reviewed and verified in accordance with company procedures and relevant regulatory requirements
- Ensure clear reporting and lead investigations where required, including investigations relating to *Listeria*, *Enterobacteriaceae* and other microbiological or quality issues
- Drive continuous improvements to laboratory quality systems, standards and accreditation requirements
- Troubleshoot technical and operational issues and provide recommendations for improving testing procedures, methodologies and laboratory equipment
- Manage and develop laboratory personnel, fostering a collaborative, efficient and positive working environment while providing appropriate training, coaching and mentorship
- Ensure team performance is regularly reviewed, monitored and managed against agreed objectives and expectations
- Ensure sensory testing panel training is conducted effectively, with the process continuously reviewed and improved and the resulting data analysed and reported
- Ensure team performance is regularly reviewed, monitored, tracked and trended with appropriate actions taken where required



- Ensure consistent delivery of individual and team standards, objectives and performance expectations, providing appropriate support and accountability to achieve agreed outcomes
- Develop and maintain laboratory procedures, while challenging and continuously improving the scientific and technical rigour of testing protocols and methodologies
- Ensure adherence to, and provide effective supervision of, all laboratory policies and requirements relating to Health & Safety, COSHH, Food Safety and HACCP,
- Coordinate laboratory KPIs and provide regular reports and updates to the Technical Manager and Senior Management
- Participate in Quality Meetings and present relevant laboratory information, trends, results, investigations and improvement actions
- Lead laboratory and/or product improvement projects as required, ensuring agreed objectives and timescales are achieved
- Maintain a strong understanding of the scientific principles and theory underpinning all laboratory tests carried out, ensuring testing is performed in accordance with applicable food safety legislation, standards and approved methods

Skills (Essential):

- Confidence, initiative and proactive mindset
- Excellent leadership, communication and problem-solving skills
- Strong understanding of BRCGS Food Safety standards, HACCP principles and Food Safety Management System, CCP Validation and microbiology safety
- Proficiency in Microsoft Office and QMS platforms
- Have background experience in a laboratory function, preferably Food Science /Microbiology/ Biology
- Demonstrate a strong understanding of root cause analysis tools and the development and implementation of effective corrective and preventive actions
- Attention to detail regarding report writing and the ability to write procedures and policies

Skills (Desirable):

- Educated to HNC / Degree level in a science related subject
- Strong knowledge of Food Microbiology & Food Chemistry
- Knowledge of the Dairy industry