



## Job Description

<b>Position title:</b>	Quality Manager (Packhouse - Kiwifruit and Avocado)
<b>Reports to:</b>	Site Manager
<b>Direct reports:</b>	<p>Quality team:</p> <ul style="list-style-type: none"> <li>• Assistant Quality Manager/s</li> <li>• Quality Controller/s</li> <li>• Trainee Quality Controller/s</li> </ul>
<b>Liaise with:</b>	
<b>Internally</b>	<ul style="list-style-type: none"> <li>• Quality and Compliance team</li> <li>• Site Management team</li> <li>• Packhouse &amp; Coolstore staff</li> <li>• Client Services staff</li> <li>• Orchard Managers</li> <li>• DMS Pro growers Executive team</li> <li>• DMS staff at other sites</li> </ul>
<b>Externally</b>	<ul style="list-style-type: none"> <li>• ZIL QA</li> <li>• External Auditors: AsureQuality, Nutrikiwi, Biogro, AVOCO etc.</li> <li>• NZ Avocado Industry Limited</li> <li>• DMS Pro growers clients</li> <li>• Goods and Service providers</li> <li>• Growers</li> </ul>

### **Main Purpose**

- To manage the site's quality operations, ensuring that objectives relating to productivity, quality and staff management are met.
- To ensure the compliance requirements of the business are met

*Please note that due to the nature of the industry, there may be a need for additional duties to ensure consistency with workflow throughout the year.*

## Principal Tasks

Function Description		Quality Manager	
Key Result Areas	Actions	Targets and measures [Future goals/objectives and measures]	KPIs [Type of measure of performance e.g. Net profit, Cost per tray, \$ per hectare, Reject rates]
<b>Quality Control General Tasks</b>	<ul style="list-style-type: none"> <li>• Compile QC rosters and assist the Site Manager with staff allocation.</li> <li>• All classes of product are packed as per the Marketer Specifications.</li> <li>• Assist with ensuring all fruit is packed and repacked efficiently with minimal fruit loss and in a cost-effective manner.</li> <li>• Demonstrate compliance with Food Safety and Hygiene policies.</li> <li>• Proactively participate in inventory management</li> <li>• Work with site management to ensure all product is loaded as required.</li> <li>• Work with the onsite quality team to maintain consistent decision-making.</li> </ul> <p><b>Notification Requirements</b></p> <ul style="list-style-type: none"> <li>• Notify appropriate exporters as required when packing commences and stops.</li> <li>• Ensure all phytosanitary/system manuals are up to date and available to all required staff.</li> <li>• Inform QC's of any Specification changes for: <ul style="list-style-type: none"> <li>- ZIL,</li> <li>- Nutrikiwi,</li> <li>- Biogro,</li> <li>- AVOCO</li> <li>- DMS</li> <li>- NZ Avocado Industry Limited</li> </ul> </li> </ul> <p><b>BRC Requirements</b></p>	<ul style="list-style-type: none"> <li>• All product meets specifications.</li> <li>• No Critical Non-compliance issued.</li> <li>• Zespri product meets phyto &amp; wharf ECPI criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Phyto &amp; wharf ECPI</li> <li>• Reject rates</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure the packhouse BRC criteria is implemented and met at all times.</li> <li>• Assist with the Quality and Compliance Team in BRC audits.</li> <li>• Assist with the Quality and Compliance Team with BRC follow-up where required.</li> </ul> <p><b>Training Requirements</b></p> <ul style="list-style-type: none"> <li>• Ensure quality staff attain and maintain relevant certifications/CCP's.</li> <li>• Assist the Quality and Compliance team with the development and implementation of a training programme.</li> <li>• Liaise with ZIL QA/AsureQuality to ensure trainee QC assessments are completed.</li> </ul> <p><b>Documentation Requirements</b></p> <ul style="list-style-type: none"> <li>• Ensure all documentation records are complete, accurate and comply with internal and market standards.</li> <li>• Ensure all sampling and monitoring is completed to internal and market specifications.</li> <li>• Manage PINS and assess Trending.</li> <li>• Liaise with Q&amp;C Manager and ZIL QA to ensure non-compliances are closed off.</li> </ul>		
<b>Organics</b>	<ul style="list-style-type: none"> <li>• Ensure Organic Integrity is always maintained.</li> <li>• Ensure the clean-down process is correctly implemented.</li> <li>• Mass Balance completed for Organic KPINS and available for audit purposes.</li> <li>• Assist Quality and Compliance Team with Biogro audits.</li> <li>• Liaise with the Biogro auditor for any corrective action requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• All product meets specifications.</li> <li>• No critical non-compliances issued due to Organic Integrity.</li> </ul>	
<b>Nutrikiwi</b>	<ul style="list-style-type: none"> <li>• Ensure Nutrikiwi standards are met.</li> <li>• Liaise with the Nutrikiwi Auditor for any corrective action requirements</li> </ul>	<ul style="list-style-type: none"> <li>• All product meets specifications.</li> <li>• No critical non-compliances issued</li> </ul>	
<b>Avocado</b>	<ul style="list-style-type: none"> <li>• Ensure Market Requirements are met for Avocados: <ul style="list-style-type: none"> <li>- China</li> <li>- Australia</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All product meets specifications.</li> <li>• No critical non-compliances issued</li> </ul>	

	<ul style="list-style-type: none"> <li>- Woolworths</li> <li>- Rest of World</li> <li>• Complete swab testing when packing Avocados and back to Kiwifruit.</li> <li>• Liaise with NZ Avocado Industry Limited, AVOCO and AsureQuality regarding any non-conformances.</li> <li>• Ensure the avocado washer commissioning plan is communicated to AIC as required in conjunction with site management planning</li> </ul>		
<b>Inventory and Packhouse Management</b>	<ul style="list-style-type: none"> <li>• Ensure all required packhouse reporting is timely and accurate.</li> <li>• Coordinate with 2IC Manager, grower lines for inspection.</li> <li>• Flag lines requiring priority review</li> </ul>	<ul style="list-style-type: none"> <li>• Timely flagging of lines that require priority changes or have issues that may impact storage and inventory management.</li> <li>• Correct grower processing order maintained.</li> <li>• DMS pack plan met, and storage priorities met.</li> <li>• Information delivered and acted upon in a timely manner.</li> <li>• Schedule review of all KPINS complete.</li> </ul>	

## ***Supporting Tasks***

### Staff leadership and coordination

- Provide clear leadership and direction. Inspire confidence and motivate team.
- Act as professional role model to all staff.
- Assist employees to seek responsibility and encourage them to handle tasks in the way they think best.
- Recognise talent in staff and develop and utilise it to the best interests of the business.
- Take action to resolve differences and defuse hostile behaviour; work to achieve resolution of conflict.
- Ensure all staff receive adequate training to carry out their role in a manner that is safe, appropriate, efficient and effective while maintaining a high level of customer service.

### Team Culture

- Actively contribute to site and DMS team culture, strategies and initiatives.
- Live the DMS Core Values
- Participate fully in group activities and discussion and share all available information with peers, colleagues and managers.
- Act with dignity and fairness in dealing with others and share information/resources as required.
- Ensure diversity and inclusion is maintained in the workplace.
- Maintain appropriate dress and demeanour and uphold acceptable standards of tidiness and cleanliness in the workplace.
- Ensure confidentiality is maintained as appropriate.

### Health and Safety

- Actively promote and ensure H&S compliance in the workplace.
- Promote the safety of staff within your areas of responsibility, including the management of hazards.
- Assist and train staff in terms of organisational systems and health and safety knowledge and basic skills where applicable.

### General

- Work with the site management team in meeting overall business objectives.
- Maintain a customer focussed approach, representing customers best interest at all times.
- Take initiative in promoting DMS and its services at appropriate opportunities.
- Maintain appropriate dress and demeanour and uphold acceptable standards of tidiness and cleanliness in the workplace.

### Projects and Administration

- Undertake projects as requested from time to time, ensuring this is done in a manner that shows initiative and will ensure self-development.
- Complete forms, reports and other paperwork promptly, clearly and accurately.