

Job Description

Position title:	QC Lead
Reports to:	Site Quality Manager
Direct reports:	No formal direct reports. Provides day-to-day operational guidance, support and coaching to Quality Controllers and Trainee Quality Controllers.
Liaise with: **Internally**	• Site management and DMS Executive team • DMS Quality and compliance team • Internal Auditors • Production Supervisor • EAN Operators • Grading Supervisors • Packing Supervisors
Externally	• Zespri

Main Purpose

Support the effective delivery of the site's Quality function across kiwifruit, avocado, PPI and repack operations.

Key responsibilities include:

- Lead and coordinate the practical delivery of QC activities across allocated shifts and operational areas.
- Provide operational direction, guidance and coaching to Quality Controllers and Trainee Quality Controllers.
- Ensure sampling, monitoring, inspections and quality records are completed accurately and consistently.
- Verify the consistent application of quality standards and identify and communicate quality issues for timely escalation.
- Support the Assistant Quality Manager and Quality Manager in maintaining quality standards and meeting operational requirements across the department.

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.

Created: 29/05/2026
Last reviewed: 16/11/2026

Principal Tasks

Function Description	**QC Lead**		
Key Result Areas	Actions	Targets and measures	KPIs
QC Operations and Coordination	- Lead and coordinate day or night shift QC activities across allocated operational areas. - Allocate daily QC checks and coverage according to production requirements and priorities, in consultation with the Assistant Quality Manager. - Monitor the completion of required sampling, inspections and quality checks across kiwifruit, repack, PPI, heads-up and avocado operations. - Coordinate QC activities across kiwifruit, repack, PPI, heads-up and avocado operations, adapting coverage and priorities to seasonal and operational requirements. - Ensure relevant operational information, outstanding quality issues and required actions are communicated during shift handovers. - Work collaboratively with Production, Grading and other relevant teams to support quality operations.	- QC activities are completed accurately and within required timeframes. - Appropriate QC coverage is maintained across allocated operations. - Daily priorities and outstanding matters are communicated clearly. - QC activities respond to changing operational requirements.	- Completion of required sampling and quality checks. - Appropriate allocation of QC coverage. - Accuracy and timeliness of QC activities. - Effectiveness of shift handovers.
Quality Monitoring and Technical Support	- Carry out and oversee sampling, inspections and monitoring of product and packing processes in accordance with applicable customer, marketer, industry and DMS requirements. - Verify the consistent application of quality standards, specifications and defect assessment requirements. - Validate defect assessments and support consistent defect identification across packing, repack, PPI, heads-up and avocado operations. - Coordinate PPI and heads-up assessments and QC requirements, providing guidance and support to graders, QCs and Trainee QCs involved in these activities. - Provide accurate quality information and findings to support product disposition recommendations.	- Product and packing processes are monitored against applicable requirements. - Defect identification and assessments are consistent and accurate. - Quality findings provide reliable information to support product decisions. - Significant quality concerns and exceptions are identified and escalated appropriately.	- Accuracy and consistency of sampling, monitoring and defect assessments. - Timeliness of identifying and reporting quality issues. - Accuracy of information provided to support disposition recommendations. - Appropriate escalation of quality exceptions.

	- Identify quality deviations, specification exceptions and matters outside agreed tolerances, escalating these to the Assistant Quality Manager or Quality Manager for review and decision-making.		
Team Guidance, Coaching and Development	- Provide day-to-day operational direction and supervision to Quality Controllers and Trainee Quality Controllers. - Coach team members in sampling techniques, inspections, defect identification, quality specifications, documentation and relevant procedures. - Monitor the execution of QC activities and address inconsistencies or gaps through practical guidance and coaching. - Support the practical training and development of Trainee QCs in consultation with the Assistant Quality Manager. - Assist with competency assessments and practical training activities where appropriately qualified and authorised. - Identify training needs, competency gaps and concerns regarding work performance and communicate these to the Assistant Quality Manager.	- QCs and Trainee QCs receive appropriate operational guidance and support. - Team members understand their quality responsibilities and follow established procedures. - Training and competency needs are identified and communicated. - QC activities are completed consistently across the team.	- Consistency and accuracy of QC work. - Progress of Trainee QCs against agreed competency requirements, where applicable. - Completion of practical coaching and training activities. - Feedback from the Assistant Quality Manager and Quality Manager.
Quality Records, Systems and Corrective Actions	- Monitor the completion and accuracy of quality records and documentation within allocated operational areas. - Ensure sampling results, inspection records and relevant quality information are recorded and communicated appropriately. - Identify incomplete records, procedural gaps and non-conformances and arrange appropriate follow-up within delegated responsibilities. - Assist with corrective action implementation and verification within allocated operational areas, as directed by the Assistant Quality Manager or Quality Manager.	- Quality records are accurate, complete and maintained as required. - Non-conformances and documentation gaps are identified and communicated. - Quality procedures and systems are followed within allocated operational areas. - Required records and information are available to support audits and quality reviews. - Verifications are completed by appropriately trained and authorised personnel.	- Accuracy and completion of quality documentation. - Timeliness of non-conformance reporting and follow-up. - Compliance with relevant quality procedures. - Completion and accuracy of authorised CCP verifications. - Availability of required QC documentation for audits.

	- Follow applicable BRCGS, food safety, customer and DMS quality procedures. - Support audit preparation and activities by providing required QC records and information. - Complete or support CCP verifications, container audits and other quality checks where trained and authorised.		
Communication and Escalation	- Act as the first point of quality escalation within the allocated operational area or shift. - Maintain effective communication with the Assistant Quality Manager, Quality Manager, QCs, Production, Grading and other relevant teams. - Communicate quality results, significant issues and operational requirements clearly and promptly. - Escalate significant product quality concerns, repeated non-conformances, specification exceptions and risks that may affect product acceptance or market suitability. - Provide accurate information and supporting records to assist with quality investigations and decision-making. - Communicate changes to quality specifications, procedures and requirements to the QC team as directed. - Provide complete shift handovers, including outstanding quality issues and required follow-up actions.	- Quality information is communicated accurately and in a timely manner. - Significant issues are escalated to the appropriate level of management. - Relevant teams are informed of applicable quality requirements and changes. - Outstanding issues and actions are clearly communicated between shifts.	- Timeliness and accuracy of communication and escalation. - Effectiveness of information provided to support investigations and decisions. - Completeness of shift handovers. - Feedback from the Quality leadership team and operational stakeholders.

Supporting Tasks

Leadership and Teamwork

- Provide operational direction and guidance to Quality Controllers and Trainee Quality Controllers.
- Support consistent work practices and the completion of departmental responsibilities.
- Communicate effectively with other departments and work collaboratively to address operational quality requirements.

Health and Safety

- Comply with DMS health and safety policies, procedures and safe work practices.
- Take reasonable care to ensure personal safety and the safety of others.
- Identify and report hazards, incidents and near misses.
- Participate in relevant health and safety training and initiatives.

General

- Maintain a clean, tidy and organised work area.
- Comply with company policies, procedures and reasonable management instructions.
- Complete relevant training and development activities.
- Undertake other reasonable duties within the scope of the position as required.