

Location: Bracknell with blended working	Profession: Quality & Regulatory and Technical`
Reports to: Technical Operations Manager, Head of Technical, Quality, Regulatory	
People Management: Product Assurance Co ordinator x1	
Job description (critical purpose) • Technical Management of the Waitrose audit management programme whilst shaping and delivering a technical policy and audit standard • Technical Management of the Waitrose Specification programme • Manage and Lead external and internal integrity audits across Own Brand to ensure brand protection • Work collaboratively with all functions within the trading teams to deliver compliance and achieve shared KPIs. • Manage a Product Assurance Co ordinator. • Facilitate horizontal working across technical, category pods, central teams and operations. Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential. We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.	
Primary Outcomes & Accountabilities Waitrose Audit Management Programme • Lead and deliver the management programme for supplier performance in order to ensure safety, legality and quality is delivered in line with Waitrose Technical and relevant brand standards. • Manage the Waitrose audit programme utilising third party solutions. • Working with suppliers on new and revised policies to ensure fit for purpose. • Drive best practice within the supply base. • Ability to conduct supplier approval audits, onboarding new suppliers in line with Waitrose Technical standards. • Development and implementation of appropriate technical, legal and brand strategies, policies and standards. • Approve derogations related to factory or audit / third party compliance policies Waitrose Specification Management Programme • Manage the Waitrose specification management systems	Measures of success Direct • Deliver an audit programme to time and manage a 3rd party account • Supplier compliance to Waitrose Technical and Brand standards • Internal and External Audit compliance • Records and data available to ○ support legal due diligence ○ requirements Partner • Sought and delivered Feedback for self and others; immediate, planned I to I, 360 Degree, ARP

utilising third party solutions.

- Ensure 3rd party provider are equipped with Waitrose knowledge to ensure success. Blending Regulatory knowledge and technical knowledge to ensure the specification programme runs to plan
- Manage continuous improvements.

Training

- Identifying courses with training providers and organising training with internal teams to upskill within technical audit and specification compliance
- Utilise internal and external expertise to support the training plan for technical own brand teams

Integrity Audits

- Leading the internal audit programme for Waitrose (MSc, Organic, Leaping Bunny), managing relationships with the audit bodies, scheduling and managing results and reporting on and closing out NCN with respective counterparts.
- Responding to challenges within the supply base and supporting technical teams on underperforming suppliers.
- Managing and training audit policies and standards to ensure compliance.
- Management of Ashbury, our specification compliance provider. Key account manager looking after the policy, financial and managing business KPIs. Attending ashbury management meetings to provide updates to the business.

External Relationships

- Leading industry standard groups; BRCGS, SALSA, Red Tractor and reporting back to Waitrose on key industry information.

PEOPLE MANAGERS: Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

Set the tone, context and outcomes for the team with the voice of the customer at the heart.

Enable the conditions for Partner opinion to be heard and acted upon.

- Completion of all legal compliance documentation on Workday
- Quality & strength of talent pool; consistent line of communication to resource planning function,
 - enabling succession planning and
- career development for Partners

PEOPLE MANAGERS: Engage and lead People Managers and Partners in delivering and embedding change consistently and effectively

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Skills

The six Assessment Criteria for Resourcing most relevant to this role are:

- Customer & Performance Focus
- Empowered Partner
- Planning & Delivering Excellence
- Collaborating & Supporting
- Agility & Resilience
- Communicating & Influencing

Qualifications & Experience

Essential:

- Degree in food science or similar
- HACCP training, Lead Assessor
- Specialist training e.g allergens, microbiology, pesticide management, cosmetics regulations, specification management and product labelling legal requirements
- Additional specialist qualifications in specific category or product areas as required Experience:
- Demonstrable technical management experience within the food or non food industry Supplier management and technical development

Desirable

- Relevant Food Science degree or equivalent formal qualification
- Good commercial understanding
- Ability to train technical teams

<i>Version</i>	<i>Created/updated by</i>	<i>Date</i>

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

Partnership Level: L6
Manager's Partnership level: L5
Job Family Group: Own Brand
Job Family: Quality, Technical and Regulatory - Own Brand
Pay range/Compensation Grade Profile:

Vetting required? (Yes or No)

- | |
|---|
| <ul style="list-style-type: none">• Yes |
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