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## Position Description

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Vacancy Title: **Quality Assurance Manager**

Location: **Laucala Beach - Suva**

Reports To: **General Manager (v 1.00)**

### Objective

To implement quality assurance programs and policies to ensure all processes, materials and finished products meet the specified regulatory and food safety requirements and manage innovation/renovation of all new products and packaging development. This position reports to General Manager, Viti Foods Pte Ltd. The Quality Assurance Manager is responsible for quality standards and product specification at Viti Foods Pte Limited. This position reports to the General Manager, Viti Foods Pte Limited.

### Outcomes

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#### Organisational Stakeholders

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#### 1. Viti Foods Pte Limited's growth and profitability aligned to business targets

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- New product development managed on an on-going basis
- Product and labeling compliance is maintained as per local and export country requirements
- Quality process validation ensured at all times
  - Product specification and quality attributes are achieved
  - Evidence documentation is up to date and accurate
  - Quality assurance SOP's are regularly reviewed, updated and accessible
    - Staff are informed about any reviews/changes made to SOP's on a timely basis
- Finished product release criteria is clearly defined and communicated to the relevant parties at all times
  - Adherence to quality standards ensured
- Audits to improve and maintain product quality ensured
  - Response to customer complaints are prompt, thorough and resolved within set deadlines
- Service providers monitored for effectiveness and cost optimization opportunities at all times
- Department operations budget is managed
  - Expenditures are reviewed and controlled within agreed budgets
  - Overtime minimized

#### 2. Regulatory and operationally compliant organization

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- Processes meet food safety standards mandated by government regulations and Viti Foods Limited's Quality Management Systems (QMS) standards at all times
  - Quality management systems developed, implemented and managed as per business requirement
  - British Retail Consortium (BRC), Health, Food and Drug Administration (FDA), chemical registration and liquid trade waste permit certification managed
- Compliance with operational procedures ensured
  - All aspects of food safety, HACCP, environmental monitoring, traceability and release procedures developed, implemented and managed
- All aspects of factory hygiene continuously improved
  - Product safety maintained
  - Pest control systems monitored and managed
- Raw material quality is closely monitored at all times to meet factory requirements
- Quality incidents, internal hold and exceptional releases managed and course of action authorized and approved as per Standard Operating Procedures (SOP)

#### 3. Well informed management

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- Monthly and quarterly report is timely and accurate
  - Performance against targets
  - Non-conformance identified via internal/external audits
  - Root cause analysis of all non-conformance with corrective action plan
  - Analysis of competitor products
    - market studies and surveys
- Ad-hoc information requests by management for decision-making purposes provided on accurate and in a timely manner

#### 4. Effective Human Capital Management ensures a productive, stable and increasingly capable workforce

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- Guidance to Viti Foods Limited's staff ensured
- Training needs and competency gaps of staff assessed and managed in partnership with Viti Foods Limited's management team
- Succession planning ensured

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## 5. Safe work environment promoted and ensured at all times

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- Work place safety is ensured
    - Communication of Safety, Health and Environment to all team members are on an on-going basis
    - Occupational Health & Safety systems promote zero workplace injury at all times
    - Local environmental regulation is aligned with work place safety on an on-going basis
  - Workplace hazards eliminated at all times
    - Systems assist in the identification and elimination of work place hazards on an on-going basis
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## 6. Viti Foods Pte Limited's values upheld and promoted at all times

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- Collaborate with other teams for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

## Responsibilities - Key Competencies

| Competence             | Description   |
|------------------------|---|
| <b>Business</b>        |   |
| Planning               | Deliver results by developing, reviewing or following a work plan, action plan or operational plan. |
| Systems and Procedures | Develop and/or apply procedures to assist the organisation achieve its goals.                       |
| Documentation          | Communicate using formal business writing.  |
| <b>Customer</b>        |   |
| Customer Commitment    | Demonstrate a commitment to customer service - both internal and external customers.                |
| Quality Focus          | Deliver quality.  |
| <b>People</b>          |   |
| Leadership             | Utilise a leadership position to influence people and events and to increase performance.           |
| Facilitation           | Assist the progress of work ensuring its timely and effective completion.                           |
| <b>Professional</b>    |   |
| Technical Strength     | Demonstrate knowledge of a specialist discipline.   |
| Compliance             | Comply with relevant laws and the policies and procedures of the organisation.                      |

## Qualifications

| Qualification    | Discipline                    | Notes |
|------------------|-------------------------------|-------|
| <b>Preferred</b> |                               |       |
| Degree           | Food Science, Food Technology |       |

## Work Knowledge and Experience

Minimum five years' proven experience in a similar role with at least three years' in a senior management role  
Knowledge of BRC standards, HACCP Principles, Good Manufacturing Practices, Thermal Processing and auditing.  
Analytical thinking ability and good communication skills  
Computer literate and good documentation skills

## Requirements

### Other Required Requirements

No other required items found.

## Interactions

| Type            | Interaction     | Comments |
|-----------------|-----------------|----------|
| <b>Internal</b> |                 |          |
|                 | All employees   |          |
|                 | Management Team |          |
| <b>External</b> |                 |          |
|                 | Customers       |          |
|                 | Regulators      |          |

| Type | Interaction           | Comments |
|------|-----------------------|----------|
|      | Statutory Authorities |          |
|      | Suppliers             |          |

## Attributes

### Behavioural Styles

|                 |  |
|-----------------|--|
| Accountable     | Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal. |
| Detail oriented | Attends to the small elements of a task/activity, ensuring completeness and accuracy.  |
| Resilient       | Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.                            |

### Interpersonal Styles

|                             |  |
|-----------------------------|--|
| Self-sufficient and assured | Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities. |
| Team Oriented               | Enjoys being with others as part of a group or team.   |
| Forthright                  | Speaks out frankly without hesitation, showing a direct manner.  |

### Thinking Styles

|                        |   |
|------------------------|---|
| Analytic               | Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems. |
| Disciplined/Systematic | Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.                  |
| Well organised         | Controls tasks in a well thought out and critical manner.   |
| Holistic thinker       | Considers issues/situations as a whole rather than analysing or dissecting the parts.   |

## How To Apply

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## Contact for Enquiries

Contact Name: Human Resources Department

Contact Email: sheemal.shivanjini@cjpatel.com.fj

Further Contact Information: --

**Closing Date: 28 Feb 2025**