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## Position Description

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Vacancy Title: **Quality Assurance Manager**

Location: **Ba - Fiji**

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

### Objective

The Quality Assurance Manager is responsible for quality standards and product specification at Southern Cross Foods Pte Limited. This position reports to the Factory Manager, Southern Cross Foods Pte Limited.

### Outcomes

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#### Organisational Stakeholders

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#### 1. Food Safety

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- Product safety managed
  - Good Manufacturing and Hygiene Practices ensured
    - Pest Control
    - Foreign matter
  - Quality and food safety matters related to MAGGI Noodles assessed with Nestle and manufacturing team on an on-going basis
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#### 2. Regulatory and operationally compliant organisation

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- Quality systems and Standards developed, implemented and managed
    - Food safety
    - p-HACCP,
    - p-QMS,
    - HACCP,
    - environmental monitoring,
    - traceability
    - finished product release procedures
  - Documentation and reporting ensured on a timely basis
  - Quality incidents, internal hold and exceptional releases managed
  - Audits recommendations managed
    - Nestle audit
    - SGS audit
    - Halal certification
  - Raw materials managed
    - Packaging
    - Formulation
    - Finished goods
  - Regulatory compliance for company (NFMS, ISO 22000 and Product range ensured
  - Compliance with legal requirements and company policy and procedures at all times
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#### 3. Research & Development

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- New product proposed on an accurate and timely basis
  - Shelf life of products managed on an on-going basis
  - New recipes compliant with quality and regulatory requirements at all times
  - Recipe management processes managed
    - Recipes updated on an on-going basis
    - Compliance with national and international audits for recipes ensured
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#### 4. Effective Human Capital Management ensures a productive, stable and increasingly capable workforce

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- Guidance to Southern Cross Foods Pte Limited's staff ensured
  - Training needs and competency gaps of staff assessed and managed in partnership with Southern Cross Foods Pte Limited's management team
  - Succession planning ensured
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#### 5. 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

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

- 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

#### 7. Southern Cross Foods Pte Limited's Values upheld and demonstrated at all times

- 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>	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Risk Management	Analyse and manage risk.
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.
Information Analysis	Make informed decisions by collecting and interpreting data and information
<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.
Self-Management	Manage your priorities and objectives efficiently and effectively
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
<b>Operational</b>	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.
Health and Safety	Establish and maintain a safe and healthy work environment.

## Qualifications

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

## Work Knowledge and Experience

- At least three years' experience in a similar role
- Experience working in the manufacturing industry
- Demonstrated experience in the area of food technology
- Knowledge HACCP Principles, Good Manufacturing Practices, 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>		
	Management Team	
	Quality Assurance Team	
<b>External</b>		
	Regulators	
	Suppliers	
	Customers	
	Statutory Authorities	

### 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

- Objective: Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- 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.

### How To Apply

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### Contact for Enquiries

Contact Name: Human Resources Officer

Contact Email: [careers@cjpatel.com.fj](mailto:careers@cjpatel.com.fj)

Further Contact Information: --

Closing Date: 31 Jan 2026