

## Job Description

**Job Title:** Herbal Quality Assurance Team Leader

**Reporting to:** Quality Manager

### Main Objective:

To be the Pukka champion of herbal quality by developing our testing approach, team and facilities to be widely recognised as a centre of herbal excellence.

To ensure our standards in herbal quality move forward by fostering a culture of continuous, collaborative improvement with our partner suppliers and our procurement colleagues.

**Liaison with:** Procurement, Herbal, Supply Chain.

## Key Responsibilities

### Main responsibilities

- Leading and developing the herbal quality team - building a reputation for discernment, collaboration, responsiveness, and service from clear-headed, transparent decision making.
- Overseeing the Pukka laboratory and orchestrating our network of laboratory partners.
- Turning our herbal concepts into reality by engaging with key stakeholders to establish quality standards for herbs and ensuring we stay true to this intent.
- Maintain the relevance of our herbal specifications through vigilance and expert interpretation of the external environment, of manufacturability of our products and of delivering product safety & claims in the optimum way. Refining and adapting specifications as needed; managing the associated change processes.
- Coordinating the resolution to technical challenges in raw material supply and blending - actively engaging with colleagues and supplier partners to ensure a speedy resolution.
- Gathering data on our herbal quality performance to guide stakeholders on risks and improvement opportunities.
- Optimise our testing approach to get the best value on testing, the most insightful view on quality and support our credentials in the market place.
- Keeping up to date with the latest trends in quality assurance and testing technologies, understanding what is most important and harnessing this insight to the best effect.

- Producing a range of technical documents such as SOPs, specifications, MSDS, COSHH assessments related to herbal quality activities.

### **General**

- To champion Pukka's Mission, Aims, Objectives and Values.
- To participate in Pukka's Appraisal process ensuring own personal development and contributing to the overall performance of the People team.
- To ensure equality of opportunity is maintained and respected at all times in accordance with the appropriate policies and procedures.
- To work co-operatively with colleagues across Pukka.
- To comply with the statutory provisions of the Health and Safety at Work Act 1974.
- To actively participate in opportunities to communicate within Pukka, including attending team meetings.
- To make full use of technology for all appropriate tasks.
- To demonstrate a willingness to work flexibly with others to respond to needs of an evolving organisation.
- To ensure that confidentiality is respected and maintained at all times.
- To perform any other duties as directed by management.

*This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with management.*

### **Person Specification**

#### **Qualifications**

- Degree level or equivalent in a scientific subject preferably in plant sciences.

#### **Knowledge & Experience**

- Experienced leader of teams in the FMCG or herbal industry – a proven motivator and builder of teams and individuals.
- Practical experience in a range of botanical, pharmacognostical and phytochemical techniques including HPTLC, HPLC, GC-MS, and microscopy.
- Knowledge of pharmacopeia monographs and herbal quality standards.
- Understanding of quality systems including the principles of GACP and GMP.

#### **Skills & Competences**

- Quick-thinking, analytical, insightful.
- Ability to stay calm under pressure with a keen eye for detail.

- An inquisitive and creative mind able to identify product and process solutions.
- Ability to work to set deadlines and manage multiple projects in a busy office environment.
- An individual who aims high and is determined to deliver 'excellence'.
- Ability to prioritise workload effectively.
- Strong written and verbal communication skills.

### Personal Attributes

- A passion for Pukka, embracing what Pukka stands for.
- A flexible approach to work and change, to be able to change gears quickly as events demand.
- Able to be a frequent presence at our packing and processing partner suppliers to support product development or improvements.
- Enthusiastic and positive.
- Organised and meticulous.
- Team player with a willingness to help others.
- Proactive at problem-solving.

### Job Terms

Salary	Dependent on experience
Hours	37.5 hours per week
Location	Hawkfield Business Park, Bristol, BS14 0BY moving to Moving to The Herb House, Chocolate Factory, Cross Street/Somerdale Road, Keynsham, BS31 2AU in Spring 2018
Holiday	24 days holiday (rising by 1 day for each complete year of Service, up to 28 days) plus bank holidays
Benefits	Pukka tea to drink during working time. Pension, Range of staff welfare benefits (product allowance and discount, complementary health) Personal and professional development, free parking.