

Job Description / Person Specification

JOB TITLE: FARM QUALITY ASSURANCE MANAGER

LOCATION: LMC HEADQUARTERS, LISBURN

REPORTS TO: HEAD OF QUALITY ASSURANCE

POST HOLDER: F/T PERMANENT

DATE: SEPTEMBER 2025

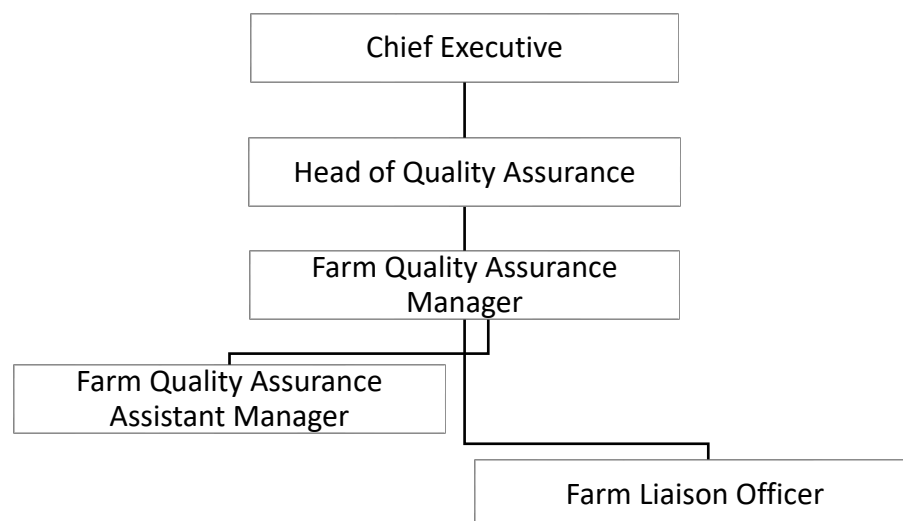
1. JOB PURPOSE

The Northern Ireland Beef and Lamb Farm Quality Assurance Scheme (FQAS) has been in operation for over 30 years and is a critical tool in marketing beef and lamb produced in Northern Ireland by over 11,500 approved farm businesses.

Working as part of the FQAS team, the Farm Quality Assurance Manager will manage and develop FQAS in conjunction with the Head of Quality Assurance, according to policy determined by the FQAS Industry Board and LMC Board, and facilitate the establishment and operation of other industry initiatives which may arise.

This is an exciting opportunity to manage an assurance scheme that sits right at the heart of the industry's supply chain and sustainable development.

2. PROPOSED LINE MANAGEMENT CHART



3. KEY RESPONSIBILITIES

A. FARM ASSURANCE

- **Strategic** – Developing FQAS in line with industry and consumer needs and in particular maintaining the status of the Scheme as an ISO 17065 accredited Certification Scheme. In conjunction with the Head of Quality Assurance, examine future strategic direction of the scheme, continue to develop existing FQAS relationships with Assured Food Standards and other equivalent schemes. Contribute to the business planning process, identify business activities and assist with budget allocation against each activity ensuring this fits within the strategic objectives of the organisation.
- **Liaison with Certification Body** – Managing contract and relationship with Certification Body (CB). Monitoring CB's performance against Key Performance Indicators (KPIs); attending Certification Committee meetings; liaising with CB on FQAS participant queries, database management issues etc...
- **Project Management** – Leading and delivering strategic and technical projects relating to FQAS e.g. standards review process, AMR initiatives etc... Overseeing the end-to-end execution of projects, ensuring they are completed on time, within budget, and to the required quality standards. This involves planning, managing resources, monitoring progress, and collaborating with various stakeholders.
- **FQAS Database Management:** Managing the day-to-day operations of the FQAS Microsoft Dynamics CRM database. Exploiting the potential of the FQAS CRM Database to aid management of the Scheme and ensuring the database remains fully operational at all times. Producing monthly/quarterly/annual performance and statistical reports on FQAS participation, inspections and certifications. Liaising with Line Manager and database contractors to project manage any changes/developments needed to the FQAS CRM database.
- **FQAS Industry Board / Standard Setting Committee Facilitation** - Liaising with Board and Committee on technical, financial and strategic matters; taking forward any actions arising from meetings; examining reports and publications of interest to FQAS; when required, attending assurance meetings in GB, RoI and EU on behalf of FQAS.
- **Secretarial** – Manage the provision of the secretariat for the FQAS Industry Board and Standard Setting Committee.
- **Procurement** – Ensuring that all contracts for goods and services are procured in line with LMC's Partnership Agreement and Managing Public Money Northern Ireland (MPMNI). Ensuring contracts are monitored and evaluated upon completion.
- **Liaison Service** – To manage, advise and support the Farm Liaison Officer in the operation of the FQAS Liaison Service, FQAS Helpline and FQAS Email Account. To provide Liaison Service cover in the absence of the Farm Liaison Officer and Farm Quality Assurance Assistant Manager. Provision of advice and assistance to FQAS participants on scheme standards, payments, inspections, rectification of non-conformances etc... and where necessary visiting farms, livestock markets

and abattoirs. Providing timely responses to requests for FQAS information e.g. meat plant technical and audit queries, traceability queries etc...

- **Scheme Documentation** – Ensuring that the Scheme Product Standard and Rules is kept up to date and in a user-friendly format. Benchmarking the Product Standard against other Beef and Lamb Assurance Scheme Standards in GB, ROI or further afield; managing and implementing changes to the Product Standard and Rules, including consultation with stakeholders as necessary.
- **FQAS Information** – Ensuring industry is kept informed of FQAS developments. Producing FQAS information for publication in the form of articles for the LMC Bulletin, LMC Monthly News, Press and any other LMC publications. Engaging with industry on FQAS matters at meetings and events e.g. Balmoral Show. Maintaining assurance section of LMC website including the regular updating and management of online Membership Checker.
- **Promotion and Support:** Producing material and literature to promote the scheme; to assist niche marketing schemes and retailers that may have supplementary requirements above baseline FQAS; conducting traceability and verification checks on FQAS product as and when required.
- **Financial and Licensing:** Renewing fees for licensed use of FQAS logo. Arranging for the annual invoicing of processors for use of the FQAS logo.

B. Other Work Areas

- Working with the Head of Quality Assurance to facilitate the delivery and operation of projects / initiatives arising out of business plan activities.
- Working on the facilitation of other projects / initiatives which may arise from ongoing development work with industry.
- Management of Farm Quality Assurance Assistant Manager and Farm Liaison Officer.
- To perform other duties as required by line manager.

4. PLANNING AND ORGANISING

Given the nature of the role, it is of critical importance that the job holder manages time effectively in order to meet the objectives of the role. Considerable self-motivation and a confident yet flexible approach will be needed to ensure that Farm Quality Assurance Scheme services develop in line with industry and customer expectations.

5. DECISION MAKING

To make decisions in regard to the listed areas of key responsibilities, seeking direction from the Head of Quality Assurance or other Senior Staff where necessary.

To participate in the wider decision making of LMC as required.

6. INTERNAL AND EXTERNAL RELATIONSHIPS

The Farm Quality Assurance Manager will work in conjunction with the Head of Quality Assurance, supported by the Farm Quality Assurance Assistant Manager and Farm Liaison Officer.

Internal: - Members of the Board, Senior Management Team, Professional, Clerical and other LMC staff

External: - Farmers, processors, DAERA, markets, media, other assurance scheme representatives, general public, Certification Body representatives, suppliers and contractors etc...

7. KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED

ESSENTIAL CRITERIA

- Minimum 2nd Class Honours degree in Agriculture, Food, Animal Science or relevant discipline
- At least two years related business experience, preferably with experience in the beef and sheep supply chain
- Experience of leading and delivering projects successfully
- Computer competence and knowledge/experience of Microsoft Office packages – particularly Word, Excel and Outlook – demonstrated by qualifications and / or significant work experience
- Ability to accurately record and disseminate information through verbal and written communications with stakeholders internally and externally.

DESIRABLE CRITERIA

- Knowledge of supply chain quality assurance and its operation, including producer, processor and retailer needs
- Experience of staff management
- Ability to produce and interrogate data and detailed information
- Working knowledge of Customer Relationship Management (CRM) databases.

PERSONAL QUALITIES

- Ability to make decisions, work on own initiative and accept responsibility
- Diplomatic with good interpersonal and communication skills
- Excellent written communication skills
- Confident, firm but pleasant and fair manner
- Attention to detail
- Honest, trustworthy and reliable
- Good health and attendance record.

8. ENVIRONMENTAL/ PHYSICAL CONDITIONS

- Hybrid office / home working arrangements are currently in place
- Flexible working arrangements can be considered within the scope of LMC's Flexible Working Policy
- Some travel within Northern Ireland and occasionally UK / Europe/ RoW
- Access required to a form of transport to enable you to discharge your duties.

9. OUTLINE TERMS & CONDITIONS

- Full time (37.5 hours per week)
- 20 days annual leave rising with service + 12 public and privilege leave days (Note: annual leave days under review)
- Defined Benefit Pension Scheme- Northern Ireland Local Government Pension Scheme (NILGOSC)
- Company sick pay scheme
- Salary £37,694-38,990 (under review)
- Excellent training and personal development opportunities.