

## About us...



The town of Southwell in Nottinghamshire is the original home of Gadsby's bakery and where all of our delicious bread, rolls, cakes and confectionery are still made today. Whilst the bakery has grown and expanded to meet the demands of modern day retailers, you can still find the same traditional values laid down by Ron Gadsby which underpins the foundations of our business.

## Essential Information – what you need to know

### Job purpose:

- Leading the technical and administrative functions of the bakery site, ensuring seamless operation of quality, food safety and compliance systems.
- Championing the development and maintenance of a robust quality culture while supporting production through training, auditing and continuous improvement initiatives.
- Safeguarding product integrity, regulatory compliance and customer satisfaction.

### You'll report to:

- Gadsby's Production Manager

### Your hours

- 40 hours per week (FTE)

### Your relationships:

- All colleagues from within the Gadsby's Bakery team
- The wider Commercial team, including colleagues in Buying, Merchandising and Administration.
- Colleagues from across Lincolnshire Co-op, including People, Talent Acquisition, Learning and Development, Health, Safety and Security among others.
- Customers, clients, suppliers and stakeholders from local community groups.

### What you'll bring to us:

- Level 3 Food Safety qualification complemented by strong HACCP knowledge and practical, hands-on experience in food production environments.
- Proven leadership skills in managing technical and quality assurance teams effectively within fast-paced, high-pressure food manufacturing settings.
- Extensive understanding of food safety legislation, industry quality standards, and regulatory compliance requirements to ensure full adherence.
- Skilled in conducting thorough complaint investigations, managing instances of non-compliance and producing detailed, accurate technical reports.
- Strong ability to develop, deliver, and update comprehensive training programmes tailored for both technical and production team members.
- Excellent communication and interpersonal skills, capable of liaising effectively with internal departments, external suppliers, and customers.
- Experience implementing continuous improvement initiatives that enhance food safety, quality performance, and operational efficiencies.
- Pro-active problem solver, confident in managing complex audits, risk assessments, corrective actions, and follow-up processes.
- Well-organised and capable of managing multiple priorities including colleague scheduling, reporting deadlines and regulatory compliance demands.
- A full UK driving licence and willingness to be hands-on where necessary.



Providing and supporting  
valued services



Helping to grow the  
local economy



Caring for our  
health and wellbeing



Looking after  
our local environment

Together we are...

Your Purpose – I will contribute to my team and the Society’s ongoing success in this role by...

<div>Your duties and responsibilities:</div>	<ul style="list-style-type: none"><li>- Overseeing the smooth and efficient running of the technical department alongside the administration office’s daily operations.</li><li>- Co-ordinating holiday and sickness cover pro-actively to maintain uninterrupted technical and administrative support throughout the bakery.</li><li>- Delivering structured training programmes and ensuring training records are accurately maintained and regularly updated for all relevant staff.</li><li>- Providing ongoing coaching and support to bakery colleagues to embed and sustain high standards of quality and food safety.</li><li>- Monitoring staff attendance, timekeeping, and disciplinary matters carefully, promptly reporting any concerns to the Production Manager.</li><li>- Ensuring accurate, timely production reports are compiled and distributed to all relevant department managers and stakeholders.</li><li>- Communicating promptly and clearly with production teams regarding any order changes, late orders, or urgent production adjustments.</li><li>- Managing HACCP systems rigorously, ensuring all operational processes comply with stringent food safety and hygiene controls.</li><li>- Reviewing, updating, and maintaining quality management systems to meet all applicable legal and customer quality standards.</li><li>- Leading detailed hygiene audits, logging non-compliances accurately, and driving thorough investigations and effective corrective actions.</li><li>- Conducting root cause analysis of complaints and quality issues and implementing practical, lasting resolutions.</li><li>- Preparing and coordinating the bakery for internal and external audits, including customer and certification visits, ensuring readiness.</li><li>- Staying current with updates to food safety legislation and proactively ensuring effective implementation and communication across teams.</li><li>- Championing a strong quality culture throughout the bakery, motivating all colleagues to take ownership and pride in standards.</li><li>- Ensuring full compliance with Society policies and procedures, addressing deviations promptly and professionally to maintain standards.</li><li>- Collaborating closely with cross-functional teams to identify and implement continuous improvements in food safety and quality systems.</li><li>- Managing all relevant documentation related to quality assurance, food safety compliance, complaints handling, and audit findings meticulously.</li><li>- Supporting with strategic initiatives, providing expert technical advice for site-wide improvements and future planning.</li></ul>
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### Together we THRIVE...

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** – we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** – we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** – we role model what good looks like and lead by example to be better.
- **Valued** – we recognise achievements and appreciate everyone's contributions.
- **Empowered** – we listen and encourage each other to take opportunities.

Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

I will be trustworthy by:	<ul style="list-style-type: none"><li>- Demonstrating integrity in all technical and compliance decisions consistently.</li><li>- Maintaining confidentiality and transparency with sensitive quality information.</li><li>- Ensuring regulatory compliance and truthful reporting across all functions.</li><li>- Leading by example in ethical standards and accountability throughout the site.</li></ul>
I will be helpful by:	<ul style="list-style-type: none"><li>- Providing clear technical guidance and support to all bakery teams.</li><li>- Facilitating knowledge sharing and training to boost team competence.</li><li>- Assisting in resolving operational issues with practical, timely solutions.</li><li>- Encouraging collaboration between departments to enhance quality outcomes.</li></ul>
I will be respectful by:	<ul style="list-style-type: none"><li>- Valuing input from colleagues across all levels and roles equally.</li><li>- Communicating professionally and courteously even in challenging situations.</li><li>- Promoting inclusivity and fostering a supportive, positive work environment.</li><li>- Addressing non-compliance or disputes fairly and constructively.</li></ul>
I will inspire others by:	<ul style="list-style-type: none"><li>- Motivating teams to pursue high standards of food safety excellence.</li><li>- Leading change with enthusiasm and clear, achievable goals.</li><li>- Recognising and rewarding quality improvements and team successes.</li><li>- Demonstrating resilience and commitment during audits and compliance challenges.</li></ul>
I will value people by:	<ul style="list-style-type: none"><li>- Acknowledging individual contributions to the bakery's quality and safety success.</li><li>- Creating opportunities for development through training and coaching.</li><li>- Encouraging open communication and feedback to improve team morale.</li><li>- Celebrating milestones and achievements to build team pride.</li></ul>
I will empower others by:	<ul style="list-style-type: none"><li>- Delegating authority with trust while providing necessary support.</li><li>- Promoting innovation in technical processes and quality control</li><li>- Enabling colleagues to take ownership of compliance responsibilities.</li><li>- Supporting risk management while encouraging pro-active problem solving.</li></ul>