



## **Quality Systems Assurance Technologist**

**Salary:** £29,000 - £35,000 (depending on experience)

**Hours:** 36.5 hours per week (Monday - Thursday, 9am–5pm; Friday, 9am–4pm)

**Contract:** Permanent, full-time (6-month probation)

**Reports to:** Head of Technical

**Location:** HQ in Milverton, Somerset, UK - this is an on-site role

*(Please note: this role is not remote. Applicants must already have the right to work in the UK and be able to commute to Milverton.)*

### **About Organic Herb Trading**

For over 40 years, Organic Herb Trading has been at the heart of organic and sustainable sourcing—working with herbs, spices, and botanicals from all over the world. We're a small but passionate team based in the Somerset countryside, supplying some of the UK's best-known ethical and wellness brands.

What makes us different? We care deeply about what we do - from the quality of our ingredients to the relationships we build with our growers and customers. We mix decades of expertise with a curious, forward-thinking mindset, always looking for better, fairer and more sustainable ways to do business.

### **Role Purpose**

To maintain Organic Herb Trading BRCGS Food Certification, strengthening quality systems, driving continuous improvements and embedding a positive food safety culture across all areas of the business.

### **Key Responsibilities**

- Support and monitor activities relating to the Digital Quality Management System to ensure issues raised are investigated and closed out in a timely fashion.
- Support non-conformance and root cause process with focus on incoming goods working alongside Operations, Technical and Purchasing teams for a speedy resolution.
- Work closely with Operations and Production to embed a positive, consistent food safety culture. This will include occasional work at our off-site warehouses.
- Oversee site calibration of equipment, pest control and laundry contracts, approval of packaging and cleaning materials and maintenance of associated specifications and safety data sheets.
- Coordinate and attend HACCP meetings. Carry out CCP audits.
- Issue, collate and interpret data generated by in house food safety and quality surveys to provide information for the Head of Technical to present to the Senior Management team.
- Identify opportunities for process improvements and efficiency across QA

- Update procedures and associated documents and records relating to product safety and quality and controlling any document changes as necessary.
- Monitor food safety, procedural training and associated records and work with other departments to identify training needs and refresher courses as necessary.
- Take an active role during all on site 3<sup>rd</sup> party audits.

## **Experience and Skills**

### **Essential**

- Food manufacturing environment
- Working knowledge of quality management systems
- Food Hygiene and safety Level 3
- HACCP training ideally to level 3
- Ability to analyse quality performance data and support continuous improvement initiatives

### **Desirable**

- Food safety delivery training experience
- Internal lead auditor experience
- Familiarity with organic and ethical certification standard

### **Qualities & Attitude**

- Works successfully with others and contributes to a joint result.
- 'Can do' attitude, responds well to change.
- Good time keeping and ability to meet deadlines.
- Professional and represents the values of the business.

## **What We Offer**

This role offers excellent scope for development within the Technical and Quality function of the business, as the business grows

Competitive salary 29k - 35k depending on experience, for a 36.5-hour week. After a successful 6-month probation, we may consider a limited hybrid arrangement (up to 1 day per week remote, i.e. 20% max), but the role will remain primarily office-based.

- 25 days holiday + Bank Holidays
- Mediacash health scheme
- Staff buying co-operative & cycle-to-work scheme
- Contributory pension (4% employer contribution)
- Career development & learning support
- A mission-led, independent workplace committed to doing business the right way

## **How to Apply**

Please send your CV and a brief covering letter outlining why you believe you are a great fit for this role to [recruitment@organicherbtrading.com](mailto:recruitment@organicherbtrading.com). Shortlisted candidates will be invited to interview with Head of Technical, Head of Operations and the Product Compliance Manager.

Application deadline: Friday 5<sup>th</sup> December 2025 – early applications are encouraged as they will be reviewed on receipt. We look forward to hearing from you.

## **Equal Opportunities**

We are an equal opportunities employer and welcome applications from all suitably qualified candidates regardless of race, gender, disability, religion/belief, sexual orientation or age. We are committed to creating an inclusive environment for all employees.