|  |  |
| --- | --- |
| **Role Title:** | Regulatory Manager  |
| **Location:** | Milton Keynes  |
| **Reports to Role:** | Director of Food Safety and Quality Assurance  |
| **Direct Reports:** | 0 |
| **Grade:** | TBC |
| **Notice Period:** | Business Critical |
| **Version Number and date:** | January 2025  |

|  |
| --- |
| **ROLE PURPOSE** |
| Responsible for keeping abreast of scientific, technical and regulatory developments within the food industry and understanding their relevance to DPG. This role involves staying up to date with regulatory changes, managing compliance documentation, and working closely with various departments to ensure that our products meet all safety and quality standards.  |

|  |
| --- |
| **MAIN AREAS OF RESPONSIBILITY** |
| * Responsible for monitoring and interpreting scientific, technical and regulatory developments from third parties communicating any changes to policies clearly and accurately. Ensuring product compliance, guidance on claims and ingredient permissibility.
* Monitor “live” food issues and horizon scanning to ensure relevant stakeholders are informed and DPG implements appropriate actions to manage issues.
* Answer questions from internal stakeholders and customers on the application and interpretation of scientific, technical and regulatory information
* Maintain departmental tracking of key changes / updates to legislation and current live food issues to ensure relevant stakeholders are fully briefed and that DPG remains compliant
* Recommend and implement changes to current policies and procedures within DPG recognizing any on-going changes in legislation
* Advise DPG stakeholders of potential regulatory risks in normal day to day activities and recommend compliant actions.
* Liaise with regulatory agencies, primarily Domino’s primary authority to ensure all DPG stores and products are safe and meet all legal requirements and maintain positive relationships.
* Provide regulatory support across the business to ensure finished product compliance, guidance on claims, depictions and ingredient permissibility.
* Manage artwork processes for any pre-packed products ensuring legal requirements are met.  Support the marketing team on the legality of packaging and customer facing collateral
* Train Supplier Assurance and Technical Team on regulatory requirements and best practices.
* Support Customer Services team in responding to store complaints and respond when necessary to sensitive/serious complaints, local authority or high-profile complaints including trending and actioning investigations
* Working with Director of Food Safety and Quality Assurance as department subject matter expert on allergens and allergen management.

The main areas of responsibility are not intended to be exhaustive but gives a general indication of the tasks involved. It is the nature of the Company that tasks, and responsibilities are in many circumstances, unpredictable and varied. All colleagues are therefore, expected to work in a flexible way when the occasion arises and acknowledge that tasks not specifically covered in their role profile are not excluded.  |
| **ACCOUNTABILITY** |
| * Drive the quality agenda across the stores and product portfolio.
* Regulatory support to the business to ensure finished product compliance
* Manage store complaints and respond when necessary to sensitive/serious complaints and high-profile complaints including trending and actioning investigations
 |
|  **KNOWLEDGE, SKILLS, ABILITY & EXPERIENCE** |
| * Food Science Degree, Microbiology Degree or equivalent experience demonstrating strong knowledge and experience of food science and regulatory understanding.
* High level of technical aptitude.
* A detailed knowledge of food manufacturing and an understanding of food industry quality management systems together with knowledge of Consumer Law and Environmental Law.
* Knowledge of HACCP and Food safety and Quality Management systems
* Highly self-motivated, and capable of working with minimal direction
* Excellent communication and presentation skills with the ability to articulate complex issues in a simple manner to ensure clearly communication channels whilst working with cross functional teams.
* Strong interpersonal skills with the ability to interact with and influence key stakeholders at all levels
* Able to work collaboratively with all areas of the business building good internal and external relationships
* Previous knowledge and experience of food/drink regulatory compliance.
 |

|  |
| --- |
|  **COMPETENCIES** |
| ***At Domino’s we recruit, develop and retain the best talent, we work hard and have fun along the way, and our colleagues are;*** A close up of a sign  Description automatically generated    |
| Proud & Enthusiastic: Understading of functional area, acting as a coach to passionately inspire, motivate  and share knowledge with others to achieve successResults Driven: Sets and maintains high performance standards with ability to problem solve,  motivating self and others to translate action plans in to resultsFocused & Agile: Acts with customers in mind at all times, prioritising what will make a difference to colleagues, customers and franchiseesOpen & Honest: Excellent communications skills encouraging two way positive and developmental  feedback at all levelsSupportive: Strong interpersonal and influencing skills to build and maintain networks internally  and across the business to collaboratively achieve results |