

ROLE PROFILE

JOB TITLE: Manager, Brand Protection
OPERATING GROUP: Fridays Restaurants
FUNCTION: Fridays Global Brand Protection
DATE/REVISION DATE: 01/09/17
REPORTS TO (TITLE): Director, Quality Assurance and Food Safety Global Brand Protection

Role Purpose

Provide managerial oversight and support for the Global Brand Protection Team and its partners to ensure the global integrity of Fridays Brand Standards is met in the areas of Food Safety, Food Quality and Supplier Codes of Practice. Review, develop and implement Brand Protection processes and policies to ensure food products meet standards set by Fridays and regulatory authorities. Oversee manufacturing and production processes for category and product specification compliance. Conduct quality product evaluations to ensure all food ingredients meet Fridays standards of excellence against specification requirements. Monitor and continuously improve nutritional/food labeling regulatory compliance.

Key Responsibilities & Accountabilities

- Implements and measures strategic programs for quality assurance and food safety that ensure the business achieves, sustains and continuously improves world-class programs for food quality and food safety
- Provide support to internal and external partners as the subject-matter-expert in assigned product categories
- Develop and maintain accurate product specifications, which include critical to quality attributes
- Successful on-boarding of new suppliers and roll-out of products
- Oversight of supplier to ensure product meets all quality and food safety parameters
- Ensure supplier/distributor partners are utilizing HACCP, FDA and USDA guidelines
- Provides technical support to R&D, Sourcing, Culinary and Operations
- Conducts regular product evaluations, determines trends and on-going issues
- Initiates product withdrawals and recalls with distribution, operations and suppliers
- Implements/manages third party audit program for suppliers and distributors
- Monitors industry trends and communicates to team concerns that may affect quality or supply of products or commodities
- Monitor Federal, State regulatory food safety issues; communicates modifications and changes to the field
- Foster a spirit of teamwork and unity among department members to achieve department goals

Key Decisions

- Prioritization of projects and initiatives
- Develop plans to meet critical timelines
- Provide direction to internal and external partners, including global supplier partners
- Setting supplier and product surveillance strategies to drive compliance improvement

Measures of Success

- Fridays standards are met and maintained worldwide
- Recognized as subject matter expert
- Products successfully rolled out
- Respected and contributing team member

Desired Skills and Experience

- Bachelor's degree in Meat Science, Food Science and Nutrition, or equivalent.
- 3 - 5 years food industry operations experience, preferably within a multi-unit chain/restaurant. Willing to consider relevant plant experience.
- Understanding of regulatory requirements within the food industry including labeling GMP, HACCP, SSOP and all other pertinent USDA and FDA requirements.
- Prior work experience in the Food industry, a strong emphasis in Quality Assurance, restaurant food safety, nutritional labeling, and auditing skills, preferred.
- Strong communication and organizational skills.

Knowledge, Skills and Abilities

- Analysis, Office Tools
- Building collaborative relationships
- Understanding of industry standards for supplier approval
- Restaurant or corporate experience preferred

Application Instructions

Send cover letter and resume to:

Kelly Andrews
Director, Quality Assurance and Food Safety
Global Brand Protection
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