

Position Description: Compliance Specialist

Title and reporting relationships	
Position title	Compliance Specialist
Business Unit	Compliance
Reports to	Compliance Manager
Scope:	Customer technical information, product data, testing coordination, specification support and registrations across Open Country products
Direct reports	Nil
Indirect reports	Nil

Main Purpose of Position
The Compliance Specialist supports the Compliance Manager to maintain accurate customer-facing technical information, product data, product information forms, specifications, testing records and registrations. The role provides operational support for customer technical requests, specification data management, testing coordination and third-party platform information to ensure customer and regulatory expectations are met.

Customer Technical Support	
Key Responsibilities	Success is demonstrated when:
• Prepare and update customer technical request documents, product statements, attestations and product information forms. • Maintain customer-facing technical information using approved templates and source information. • Escalate complex or unusual customer requests to the Senior Compliance Specialist.	• Documents are consistent with approved specifications and business requirements. • Complex matters are escalated early with relevant background information.
Product Data and Specification Support	
Key Responsibilities	Success is demonstrated when:
• Maintain product specification and testing data in approved systems. • Support updates to product labels, Product Information Packages and specification records. • Complete routine data checks and identify discrepancies for review. • Support change management activities by updating approved customer-facing documents.	• System data is accurate, current and maintained in line with approved processes. • Specification changes are reflected in customer-facing information after approval. • Data issues are identified and escalated promptly.
Testing Coordination and Laboratory Support	
Key Responsibilities	Success is demonstrated when:
• Coordinate customer, periodic and specification testing requirements as directed. • Communicate with laboratories to support timely and accurate testing. • Track testing progress and follow up outstanding results or documentation.	• Testing is coordinated accurately and within required timeframes. • Laboratory instructions and follow-ups are clear and complete. • Outstanding results or issues are visible and escalated appropriately.

Incumbent: [if known or delete]

Employee's initials: _____

Authorised by [role]: [date]

Employer's initials: _____

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Support preparation of information required for COAs and related documents.	
Registrations and Third-Party Platforms	
Key Responsibilities	Success is demonstrated when:
- Prepare supporting documentation for premises and product registrations, renewals and amendments. - Maintain supporting evidence for third party platforms, questionnaires and customer compliance requirements. - Prepare supporting documentation for vendor approval and review activities. - Maintain vendor approval records and supporting evidence. - Assist with sustainability and customer compliance submissions as required.	- Registration support information is complete, accurate and stored appropriately. - Renewals, amendments and questionnaire information are completed within required timeframes.
Continuous Improvement Support	
Key Responsibilities	Success is demonstrated when:
- Identify recurring issues, data gaps or process inefficiencies. - Support improvement projects led by the Senior Compliance Specialist. - Support vendor review, vendor approval and customer compliance improvement initiatives as directed by the Senior Compliance Specialist. - Maintain clear process notes and support knowledge transfer within the team.	- Improvement opportunities are identified and shared. - Process documentation is kept current and usable. - The role contributes to a more consistent customer compliance process.
Health, Safety and Risk	
Key Responsibilities	Success is demonstrated when:
- Follow Open Country health, safety and risk requirements. - Identify and report hazards, risks or process gaps. - Support a positive and safe work environment.	- Work is completed safely and in line with company requirements. - Risks and hazards are escalated in a timely way.

Decision Making Authority
The job holder is expected to make day-to-day operational decisions within delegated authority to support accurate and timely customer compliance outputs. The job holder is required to consult with, or seek approval from, the Senior Compliance Specialist where requests are complex, high risk, outside approved templates or may have regulatory, commercial or reputational impact.
Effective decision making is demonstrated when - Routine customer technical documents are prepared using approved information. - Specification and testing data is maintained accurately and changes are not made outside approved processes. - Issues are escalated with sufficient detail to support timely decision making. - Work is prioritised effectively and deadlines are communicated early.
<i>Formal financial and contractual delegations are set out separately and apply as amended from time to time.</i>

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Working Relationships	
Internal	External
- Compliance Manager - Group Compliance Manager - Group Quality Manager - Quality and Compliance Managers - Site Quality and Technical teams - NPD and R&D - Sales and Market Managers - Documentation and Supply Chain teams - Sustainability - Quality Systems Manager - Quality Systems Specialist	- Testing laboratories - Customers and customer technical representatives as directed - Third party certification/platform providers
Effective working relationships are demonstrated when: - Communication is clear, timely, and constructive. - Issues are addressed collaboratively and at the appropriate level. - Stakeholders have confidence in the professionalism and reliability of advice.	

Qualifications, experience and competencies		
	Essential	Desirable
Education & Qualifications	NCEA Level 2 or equivalent recognised learning.	Diploma or tertiary qualification in quality assurance, food technology, dairy processing or a related field.
Knowledge, Skills and Experience	2-3 years experience in dairy, food processing, quality assurance, customer support or technical administration. - Strong administrative, numeracy and computer skills. - Ability to work accurately with detailed technical information. - Ability to prioritise work and follow approved processes. - Clear written and verbal communication skills.	- Experience with customer-facing technical processes. - Experience with ERP systems and master data maintenance. - Experience working with laboratory testing or product specifications.
Personal Qualities	- Accurate and detail-focused. - Organised and reliable. - Comfortable asking questions and escalating issues. - Collaborative and service-oriented.	

Changes to Position Description
This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.



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Acknowledged / Accepted:

Employee: _____

Date: _____

Manager: _____

Date: _____

Incumbent: [if known or delete]

Employee's initials: _____

Authorised by [role]: [date]

Employer's initials: _____