



Costa Position Description

Document ID:	NHR-100
Version No:	001
Issue Date:	25/11/2025
BU/Site:	Berry Domestic
Authorised by:	

Position Title:	Quality Assurance and Safety Coordinator
Department:	Quality/Safety
Reporting To:	Quality Assurance and Safety Manager
Location:	Tasmania

1. Position Summary:

The Quality Assurance and Safety Coordinator provides direction and practical support regarding Food Safety and Workplace Health and Safety (WHS) procedures. This role is key to ensuring food safety and health and safety matters are managed in line with legislation, company procedures. Drive a positive quality and safety culture, supports operations, harvest, and post-harvest departments, and is responsible for day-to-day WHS activities and maintaining the food safety program.

2. Key Accountabilities and Responsibilities:

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Role Duties: <ul style="list-style-type: none">Operate and coordinate Food Safety and WHS functions within the Berry Category across Northwest Tasmania.Provide guidance and support to operations, harvest, and post-harvest departments.Drive a positive quality and safety culture through regular engagement with teams.Support picking crews with quality challenges, undertake risk assessments, and assist with incident investigations.Implement proactive documentation changes; keep documentation systems up to date and controlled.Conduct internal audits, report incidents, and audit findings in electronic systems.Develop understanding of GFSI standards (Global GAP, Freshcare, HARPS).Ensure product quality meets retail customer specifications.Conduct incident and hazard monitoring, investigations, and root cause analysis.Maintain Internal Audit, Sampling and Testing, Retention and Calibration Schedules.Provide strong and consistent messaging and training to large groups across the business.Assist in management of HACCP and pre-requisite programs.Support implementation of the safety management system and processes.Conduct site safety inspections, report outcomes, and facilitate corrective actions.Incident reporting and investigations.Disseminate WHS information and educational materials.Support Return to Work and Injury Management policies and processes.Coordinate Workers Compensation and return to work.Conduct new employee and contractor safety inductions.Develop and review Safe Work Procedures (SWPs) in collaboration with departments.



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- Liaise with medical practitioners and allied health professionals for injured workers.
- Other duties as required.

Scope and Scale:

- Works across multiple Tasmanian sites.
- Supports all departments within the Berry Category.
- Responsible for compliance with food safety and WHS legislation and company standards.

Decision-Making Authority:

- Makes day-to-day decisions on food safety and WHS matters.
- Refers significant operational, financial, or staffing decisions to the Quality Assurance and Safety Manager.

Business Impact:

- Directly influences food safety, product quality, compliance, and risk management.
- Supports achievement of business performance objectives.

Breadth of Issues Handled:

- Handles a range of operational, compliance, and people issues requiring practical judgement.
- Escalates complex, high-risk, or strategic matters as required.

Influence and Collaboration:

- Influences internal teams (operations, harvest, post-harvest, HR, Safety).
- Collaborates with external stakeholders (contractors, suppliers, medical professionals).

Operational vs Strategic Focus:

- Primarily focused on operational delivery with involvement in process improvement.

Level of Complexity:

- Manages routine and moderately complex operational and compliance issues, requiring practical problem-solving and adaptability.

OHS

- Take reasonable care of your own health and safety and for the safety of others who may be affected by your acts or omissions at work.
- Be familiar with, understand and adhere to Company OHS&W policies and procedures in line with the standards of Costa Group and the requirements of the OH&S Act
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time
- Obey all reasonable instructions to protect your own health and safety, and the health and safety of others
- Correctly use and maintain personal protective equipment provided for health and safety purposes
- Be unaffected by alcohol or drugs
- Report immediately any hazards, incidents or near misses
- Contribute by making positive suggestions on improvements to safe work practices
- Perform only those procedures or tasks for which you have received appropriate training and instructions.

Company Values

- Responsible for ensuring that your work practices are consistent with company principles
- Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced



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3. Key Challenges:

- Coordinating quality and safety activities efficiently across multiple sites.
- Managing and motivating a diverse workforce.
- Ensuring compliance with food safety, WHS, and company standards.
- Balancing resource availability with operational demands.
- Driving continuous improvement in quality and safety performance.
- Problem-solving day-to-day operational and compliance issues.
- Managing multi-team coordination, variable seasonal demands, and resource constraints.

4. Candidate Requirements:

(a) Education, Qualifications, Training:

- Work Health and Safety (Tasmania-specific experience beneficial), and/or;
- Workers' compensation legislation and return to work coordination, and/or;
- Quality Assurance and Food Safety/HACCP qualifications.
- First Aid and CPR (desired but not essential).
- Valid driver's licence.

(b) Experience, Skills, Knowledge:

- Experience in food safety, quality assurance, and/or WHS.
- Strong literacy and communication skills, including experience with SharePoint, Microsoft Word, and Excel.
- Knowledge of internal auditing and corrective/preventative actions.
- Understanding of quality and safety IT systems (e.g., Skytrust, Caramba, SharePoint).
- Ability to balance conflicting priorities.

(c) Competencies/Character Qualities/Values:

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner
- Respect – treating others as we expect to be treated in attitude, communication, and personal safety

5. Key Relationships

- **Internal:** Operations, harvest, post-harvest teams, HR, Safety, QA, Finance.
- **External:** Contractors, suppliers, medical professionals.
- **Level of collaboration required:** Advisory, consultative, influential.



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6. Reporting Structure:



7. Other Relevant Information:

- Tool of trade vehicle provided for work hours