



HMC UK - JOB DESCRIPTION

Job Title:	Monitoring Officer
Department:	Monitor
Reporting to (Manager):	Regional Manager
Job Type:	Part Time
Job Length:	Permanent Position

Role:

To ensure HMC certified outlets/organisations are complying with standards in relation to the provision of Halal foods. In addition, the successful candidate will also assist to raise awareness of the HMC certification to potential food businesses.

Salary & Hours

The salary will be calculated by the number of outlets being monitored. For every shop that is monitored accordingly the monitor will be paid £52.00 (as a guide).

Method of Assessment

- Interview & Application Form
- Any potential candidate for the position will be required to complete a 6 month probationary evaluation period

Main Duties of a Monitor

Main Duties of a Monitoring officer include the following:

1. Inspection/Operation
2. Completion of Documentation via App
3. General
4. Customer care
5. Other

Main Duties (details)

Inspection / Operation

1. Adhere to the monitoring procedures and systems as specified within the HMC Process Document.
2. Visit each registered outlet/organisation within the designated local area a minimum of 4 times per week on a random basis.
3. To inspect each registered outlet/organisation and ensure only HMC approved food products are being stocked and sold.
4. Ensure all equipment is checked including fridges, freezers, display cabinets, freezer vans and all other storage areas.
5. Ensure all products and certification devices are not damaged during inspection.
6. To ensure all inspections are carried out courteously in cooperation with the outlet staff.

Documentation

1. Ensure documentation is completed in line with the monitoring procedures and systems.
2. Ensure that the certified outlets/organisations have all the relevant documentation in relation to HMC

- products on site.
3. Ensure time sheets and monitoring logs are completed and submitted to Head Office on a regular and timely basis.
 4. To liaise with each certified outlet/organisation to ensure that the HMC certificate is framed and sealed securely and visually displayed for the public to view.
 5. To liaise with each certified outlet/organisation to ensure the approved HMC window sticker is displayed and remains visible at all times during the certified period.
 6. To induct newly certified outlets/ organisation to ensure they appreciate and fully understand the monitoring and auditing requirements.

General

1. To avoid confrontation and deal with disputes in a calm and rational manner.
2. Work closely and collaboratively with the Regional Manager.
3. Liaise with local outlets/organisations and communities to raise the profile of HMC.
4. To liaise with HMC head office and provide weekly/daily monitoring updates.
5. To undertake any other tasks and duties that may be reasonably requested by the Regional Manager, HMC head office or the HMC Operations Director.

Customer Care

1. To provide the best level of customer care to all stakeholders of HMC
2. To have a clear understanding of what customer service is

Person Specification

Job Title: **Monitoring Officer**

	Essential	Desirable
Education & Training	<ul style="list-style-type: none">• Good understanding of how to email• Understands how to communicate via different medians• Knows how to fully utilise android or IOS phones	<ul style="list-style-type: none">• Willing to be trained on internal and external training programs• Health & Hygiene trained to Level 2• Can speak fluent English
Relevant Experience	<ul style="list-style-type: none">• Awareness of the importance of Halal• Experience at working within the community• Experience with dealing with sensitive issues• A Clear understanding of how ritual slaughter (Zabiha) is carried out	<ul style="list-style-type: none">• Willing to be trained on internal and external training programs• Experience of working in the food sector/industry
Disposition/ Attitude	<ul style="list-style-type: none">• Good Interpersonal and communication skills• Has the ability to work as part of a team and owns initiative• Has a “can do” attitude• Be a practicing Muslim• To maintain client confidentiality at all times• Trustworthy and Punctual	
Skills /Abilities	<ul style="list-style-type: none">• Possess good time management skills• Has the ability to undertake administrative tasks efficiently• Can follows orders through to completion	<ul style="list-style-type: none">• Has a full UK drivers licence
Legal	<ul style="list-style-type: none">• Must be eligible to work in the UK	