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| **ROLE PROFILE** | | | |
| Job title | Technical Administrator | Date | 10/01/2025 |
| Business | Walkers Deli & Sausage Co. | | |
| Department | Technical | | |
| Working Hours | Monday to Friday 08:30 to 17:00 | | |
| Location | Walkers Deli & Sausage Co. 78-88 Cobden Street, Leicester, LE1 2LB | | |
| **ROLE SUMMARY** | | | |
| In this role you will help deliver excellent customer service, provide knowledge and a good understanding of products safety, standards, HACCP and their related technical fundamentals. You will also provide the highest level of food safety care and service to maintain all technical required reports. | | | |
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| Reports to | **Techncial Analyst** | | |
| Direct & indirect reports | N/A | | |
| Key internal stakeholders | Technical, Process and Operations Management | | |
| Key external stakeholders | Major retailers and B2B customers | | |
| Financial Responsibility | None | | |
| People Responsibility | N/A | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| The Technical Administrator will have will work as part of a team who have responsibility for:   * Customer complaints: logging, trending, issuing investigations, sending complaint responses and circulating information internally. * Completing export documentation * Logging and trending any out of spec results including Chemistry & Micro * Completing KPI data and customer reports * Weekly & monthly technical summary reports. * Keeping up to date and distributing new or updated documents as required. * Administration of QMS including procedures, risk assessments, schedules, forms etc. to make sure they are reviewed by Techncial Analyst / Compliance Manager on time and the correct version is distributed to the relevant person and saved on company drive. * Internal Audits: Distributing internal audits on Foods Connected. Maintaining the site Internal Audit Schedule and ensuring close out of non-conformances raised in internal audits. * Updating templates for internal audits in Foods Connected when customer CoP or BRCGS has updates. * Completing nutritional, raw material and packaging spreadsheets. * Other requests for information from Techncial Analyst / Compliance Manager and as required. | | | |
| **QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE** | | | |
| * A sound knowledge of quality systems, procedures and protocols. * Good people and strong communication and interpersonal skills including both written and verbal communication. * Able to understand and follow instructions. * Good literacy and numeracy skills. * Flexible approach to work. * Good PC skills in Microsoft Office and business systems. * Accurate work ethic – attention to detail. * An understanding of food manufacturing processes and development from concept approval through to launch. * Ability to manage multiple tasks to a successful conclusion before the deadline set. | | | |
| **CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS** | | | |
| **Competency** | **Descriptors** | | |
| Value People | Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times. | | |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success. | | |
| Collaborative Team Working | The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism. | | |
| Flexibility & Adaptability | The ability to change and adapt own behaviour or work procedures when there is a change in work environment, for example as a result of changing customer needs. | | |
| Initiative & Taking Ownership | Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP. | | |
| Empowering Others | Creates an environment where people feel required and enabled to take ownership and responsibility. | | |
| Analysis & Planning | The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals. | | |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. | | |
| **REVIEW AND APPROVAL** | | | |
| Written by | Katie Bryden | | |
| Date | 10/01/2025 | | |
| Job title | Compliance Manager | | |
| Received by (job holder) |  | | |
| Signed off |  | | |
| Date |  | | |