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| ROLE PROFILE | | | |
| Job title | Category Technical Services Manager | Date | June 2021 |
| Business | Walkers Deli & Sausage Co. | | |
| Department | Technical | | |
| Location | 78-88 Cobden Street, Cobden Industrial Estate, Leicester, LE1 2LB | | |
| ROLE SUMMARY | | | |
| To manage the Technical Services functions for the category ensuring that our systems are fit for purpose, accessible, compliant with customer codes of practice and take into account all aspects of food safety, quality and legality.  To ensure that Walkers Deli & Sausage Co meets all necessary legislative and agreed customer standards and best practice industry guidance with regards to raw materials and supply chain, food safety through a robust quality management and risk assessment approach.  Develop and maintain good relationships with customer/external contacts, and use external feedback, as well as latest industry insights as the basis for continuous improvement for the Technical function.  Effectively manage the team to control and monitor and risk assess owning the TACCP and VACCP plans for the Category.  To ensure the systems that generate our data and reports are consistent. To ensure the reporting commitments for the business are met internally, across group and externally.  The Category Technical Services Manager works alongside the Technical Manager to help define plan to set and achieve the overall strategic business plan and objectives. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Head of Technical | | |
| In the absence covered by | Technical Manager | | |
| Direct & indirect reports | Raw Materials Team, Specifications Team, Technical Co-Ordinator team, Pip Project Management team | | |
| Key internal stakeholders | Procurement, Commercial & Production teams | | |
| Key external stakeholders | Customers and Group technical, other sisters’ site from group | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| **General**  Deputise for the Technical Manager in their absence to ensure food safety, integrity, legality and quality at all times   * Liaison with retailers as appropriate. * Ensure conformance with customer codes of practice relating to all elements of launching products (including but not limited to shelf-life determination, BOP nutritional declarations, ingredient decs, customer approved suppliers and raw materials). * Ensure Health & Safety requirements throughout the function are met. * Liaise with other Samworth Group Technical, Group Procurement, Process and Development teams. * To advise the company on all current legislation relating to the safety and legality of food manufacture and specific customer requirements. * Ensure effective HACCP systems are in operation. * To ensure all product, process and raw material specifications comply with customer and legal requirements. * T ensure an effective and robust data management and reporting of technical kpis takes place.   Training & People   * To build and develop a high performing team * To ensure adequate training is provided to all relevant direct reporting departments and individuals therein. * To co-ordinate appropriate training (technical) for relevant individuals on site. * To work with Personnel Department regarding Induction Training, and other in-house training programmes.   **Customer Visits & Audits**   * To support customer audits and visits involving other departments as required. * To be involved in customer visits as required. * To form and maintain optimum technical contact with customer   **Budget**   * To manage and monitor the spending Technical / QA costs as well as ensuing that any costs associated with implementing the PIP plans are captured.   **Profit Improvement Plans**   * To ensure that the PIP plans for each site are agreed with the site TM and HOT. * To ensure that the scope of any PIP plan that is agreed is fully understood and costed as accurately as possible. * To provide regular updates on the status of the PIP plans.   **Other**   * To undertake specific projects as requested by Head of Technical/ Technical Manager | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Degree/HND (Food Science/Technology/Science based subject) * Professional qualifications would also be beneficial * Extensive technical experience in a food manufacturing business * Ideally experience of high / low risk production (Ideally chilled /meat products) * Experience of a dealing with multiple retailers * Ideally experience of meat products / regulations * Credible understanding of a full range of technical and commercial issues. * Committed to Continuous Professional Development, keeping up to date with current legislation and latest industry insight. * Excellent communication skills with an engaging personality and the ability to influence at all levels. * Ability to foresee changes in demands and circumstances and act accordingly * Natural co-ordinator with the ability to communicate effectively with all departments. * Ability to deal with complex or challenging situations in a professional manner and seek effective, long-term, win-win solutions. * Drive and energy to make things happen, to deliver results on time and with control of cost / effective management of KPI’s * Strength of character to accept feedback, seek advice and guidance, and to approach errors as opportunity for learning. * Leadership and management style which promotes individual accountability, through coaching and recognition to inspire high performance. | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | | | |
| **Competency** | **Descriptors** | | |
| Values 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 the 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 and Federalism.* | | |
| People Management | *The ability to understand people and their motivations, build good relationships with them and help them unlock their potential.* | | |
| Empowering others | *Creates an environment where people feel required and enabled to take ownership and responsibility.* | | |
| Coaching for performance | *The ability to help others achieve more through two-way feedback, clear direction and enabling.* | | |
| 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.* | | |

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| **Please sign and date this document to confirm your understanding of the role profile.** | **Signature:**  **Date:** |
| **This profile is only intended for illustration. It is not an exhaustive list of roles and responsibilities which may well evolve over time** | |