

# Samworth Brothers

QUALITY FOODS



ROLE PROFILE			
Job title	Technical Administrator	Date	May 2026
Business	Walkers Deli & Sausage Co.		
Department	Technical		
Location	Leicester		
Factory Office Split	80% Office-based 20% Factory-based		
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.			
REPORTING STRUCTURE			
Reports to	Technical Analyst / Compliance Manager		
Direct & indirect reports	No direct reports but ability to work collaboratively with a group-wide network of colleagues is essential.		
Key internal stakeholders	Technical, Process and Operations Management		
Key external stakeholders	Retailers, Third Party Auditors, B2B Customers		
KEY ACCOUNTABILITIES AND RESPONSIBILITIES			
<p><u>Responsibilities</u></p> <p>The Technical Administrator will have responsibility for:</p> <ul style="list-style-type: none"> <li>• Logging, tracking, and communication of all customer complaints and identified trend. Supporting site teams with customer complaint investigations to ensure timely resolution.</li> <li>• Logging customer reviews and identify and communicate emerging trends.</li> <li>• Completion of required internal and customer reports.</li> <li>• Communication of reports to relevant stakeholders.</li> <li>• Maintenance of the site's Quality Management System including:               <ul style="list-style-type: none"> <li>○ Procedures</li> <li>○ Process control documentation</li> <li>○ Risk assessments</li> <li>○ Schedules and records</li> </ul> </li> <li>• Completion of required documentation for product export and liaising with export officials to ensure compliance with all regulatory requirements.</li> <li>• Logging testing results and communicate any out-of-specification (OOS) findings for:               <ul style="list-style-type: none"> <li>○ Microbiological testing</li> <li>○ Chemistry results</li> <li>○ Nutritional analysis</li> <li>○ Water testing</li> </ul> </li> <li>• Maintain internal audit records, log non-conformance reports (NCRs), and update the internal audit schedule. Provide support for investigations into non-conformances as required.</li> <li>• Coordinate equipment calibration to ensure all equipment remains within calibration dates, including maintaining an accurate and up-to-date calibration certification log, and communicating upcoming or overdue calibration requirements to relevant teams.</li> </ul>			

- Provide support for ad hoc technical and administrative requests as required.

### Objectives

- A gain an understanding of all aspects of Quality Systems Management.
- To develop the key skills to maintain site Quality Systems Management.
- To work collaboratively with colleagues and management across all departments to effectively problem solve and drive continuous improvement.
- To maintain and improve the current site systems, driving best practice and managing system changes.

### QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE

- Suitable experience within a Food Manufacturing environment. Ideally experience working with chilled/ meat products.
- Internal Audit experience preferred but not essential.
- A strong work ethic and positive approach, with the desire to learn and take on new responsibilities within the business.
- Excellent and effective communication, both verbal and written.
- Highly numeric with strong data and statistical analysis and report writing skills.
- Computer literate, with working experience of Microsoft packages.

### CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS

Competency	Descriptors
Values People	<i>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.</i>
Customer Focus	<i>Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success</i>
Collaborative Team Working	<i>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.</i>
Flexibility & Adaptability	<i>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.</i>
Initiative & taking ownership	<i>Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.</i>
People Management	<i>The ability to understand people and their motivations, build good relationships with them and help them unlock their potential.</i>
Empowering others	<i>Creates an environment where people feel required and enabled to take ownership and responsibility.</i>
Coaching for performance	<i>The ability to help others achieve more through two-way feedback, clear direction and enabling.</i>
Analysis & Planning	<i>The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals.</i>
Drive for Excellence	<i>Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.</i>

**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**