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|  ROLE PROFILE |
| Job title | New Product Development Manager | Date | 06/12/2023 |
| Business | Samworth Brothers – Walkers Deli & Sausage |
| Department | Commercial |
| Location | Leicester |
| ROLE SUMMARY  |
| The NPD team play a pivotal role in the success of our business, whether that be through developing new products, improving flavours or creating more sustainable or eye-catching packaging.As the NPD Manager, you’ll act as a front-line contact for all new product development work for your retailer accounts whilst managing and documenting all NPD projects.You will get involved in projects from initial concept idea to launch in stores. Nothing is more satisfying than seeing something you've been involved in creating proudly displayed on the shelves in your local supermarket ready to be enjoyed by consumers.You will work closely with the NPD Chefs, Technologists, Buyer and Packaging team to develop quality products for your customer accounts. As well as being in line with current and emerging food trends, your products will need to meet customer, consumer and category objectives along with margin aspirations. You will take control of managing the NPD critical path for your customers, being their point of contact and working closely with them to ensure your innovation pipeline will help drive category growth.  This will include supporting the NPD Strategy with shaping the medium- and long-term development plans.You will be attuned to market trends, competitor activity and exciting new raw materials, you will spot opportunities to drive continuous improvement within your category. You will work cross functionally in partnership with the Process, Commercial, Category, Procurement, Production and Technical teams in the development of new products from concept through to launch.You will have your own small team to develop and grow ensuring that the company values are adhered to. |
| REPORTING STRUCTURE |
| Reports to | NPD Controller |
| Direct & indirect reports | Development Technologist, NPD Buyer |
| Key internal stakeholders | Operational Teams, Planning Team, NPD Managers, Development Technologists, Development Chefs, Commercial & Category Teams, Finance, Technical and Process, NPD Sourcing Specialists & Procurement and Packaging Team. |
| Key external stakeholders | Retailer Product Managers, Chefs & Technologists. Suppliers. |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| 1. Working as key member of the overall site development team, the NPD Manager will lead and drive the Product Development process from the Kitchen as defined by the business strategy.
2. This role encompasses being the main business NPD contact and commercial support for all retail and some B2B.
3. Efficient Launch Execution: Drive timely and budget-conscious product launches, optimising efficiency throughout the group launch process.
4. Predominately this is a site-based role, co-ordinating all activities of the commercial team, the kitchen and the Technologists to ensure that all internal and external meetings are implemented. Communication and visibility to all is key, ensuring all projects are delivered within key dates and timelines. This is a customer-facing role and the job holder is expected to support the Commercial Account Managers and Technologists with presentations and customer visits when required.
5. This role also encompasses identifying and evaluating food trends in conjunction with the category, commercial and development chefs to support the business vision and customer strategy within a rolling 2-year horizon.
6. Liaise with Ingredient Sourcing Specialist and Packaging Technologist to ensure all raw materials and packaging are available for product development and submissions.
7. Positive Release of customer sample.
8. Ensure the team adheres to safe ways of working and site procedures.
9. Support the Technologist and NPD Buyer in achieving daily tasks and ensure the correct level of training is supported by a well-managed PDP with reviews.
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| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
| * Min 4 years' experience in food manufacturing environment.
* BSc or equivalent in a Food related discipline.
* Previous Project Management experience.
* Competent with all major software packages.
* Strong leader with good interpersonal and communications kills with the ability to communicate across departments/suppliers and external customers.
* Strong organisational, and project management skills to assist with critical path deadlines and project priorities.
* Working knowledge of the factory and raw materials currently used on site.
* Can effectively time manage - to structure the team's day efficiently with regards to differing priorities / workloads as well as working to tight deadlines.
* Hardworking and passionate with an eye for detail.
* Ability to problem solve
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| 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. |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. |
| Resource Management | Effectively manages resources and cost drivers to achieve sustainable productivity and profitability. |
| Technical Expertise | Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop. |
| Self-Management | Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals. |