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| ROLE PROFILE | | | |
| Job title | Category Technical Manager | Date | Aug 2025 |
| Business | Food to Go (FTG) | | |
| Department | Technical | | |
| Location | Food To Go Hub (Bradgate) | | |
| ROLE SUMMARY | | | |
| Category Technical Manager – Food to Go plays a pivotal leadership role within the FFN Leadership Team, driving the technical and quality agenda across a diverse portfolio of brands including Urban Eat, Leaf & Loaf, West Cornwall Pasty Co., Real Wrap / Radar Rd, and associated depots. This role is responsible for managing technical risks, maintaining brand standards, and ensuring the successful delivery of NPD and EPD initiatives.  The position leads strategic relationships with key retail partners such as WHSmith and SPAR, oversees governance across franchise stores, and manages third-party manufacturing sites to uphold quality and safety standards.  Additionally, the role provides technical support to our Aylesbury manufacturing facility, ensuring alignment with FTG standards and contributing to continuous improvement initiatives on site.  A key aspect of the role includes owning the technical gate process from concept to launch, ensuring consistent use of Recipe Professor, and supporting the coordination of food safety incident responses across FTG.  They also provide leadership to FTG Technical Account Managers, ensuring consistency and effective stakeholder engagement, while contributing to monthly KPI reporting and leading quality improvement projects such as QCP across the whole of FTG. The role includes providing holiday cover for Head of Technical & Responsible Business.  Responsible for leading raw material risk management across Food to Go, providing oversight to the FTG Food Safety Manager and collaborates closely with Raw Materials teams to ensure robust food safety practices, consistent standards, and effective risk mitigation throughout the supply chain. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Head of Technical – FTG | | |
| Direct & indirect reports | Direct (6) – FFN TAM, FFN Technical Mgr, Tesco TAM, Costa TAM, FTG Food Safety Mgr, Aylesbury Site Technical. | | |
| Key internal stakeholders | FFN/ Commercial Mgrs, FTG Site Teams (ops / technical), FTG NPD Team, FTG CLT other Samworth Brothers Categories | | |
| Key external stakeholders | All Customers (especially FFN) | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Technical lead of the FFN Leadership Team and oversee the management of FFN Technical & Quality KPIs. * Provide leadership in driving the technical agenda across Urban Eat, Leaf & Loaf, West Cornwall Pasty Co., ensuring that strategic priorities are set and progress is monitored. Real Wrap / Radar Rd, and associated depots. * Lead and maintain strategic relationships with WHSmith and SPAR. * Ensure successful completion of New Product Development (NPD) and Existing Product Development (EPD) for FFN Brands. * Oversee brand governance activities, including compliance and standards across franchise stores. * Provide technical support to the Aylesbury manufacturing facility, ensuring operational alignment with FTG & SWB standards and driving continuous improvement initiatives on site. * Lead relationships and uphold quality standards at third-party manufacturing sites. * Produce and present monthly KPI reports to track performance and progress. * Maintain and uphold brand standards across all FFN sites and products. * Lead the Quality Control Point (QCP) project to enhance product and process quality. * Manage FTG Technical Account Managers (TAMs) to ensure consistency and effective stakeholder engagement. * Own and manage the technical elements of the gate process from concept through to product launch. * Ensure consistent and effective use of Recipe Professor across all FTG operations. * Provide holiday cover for Head of Technical (HOT) and Responsible Business (RB) role as needed. * Lead food safety incident responses across FFN and support the coordination of incidents across FTG * Drive raw material risk management across all FTG operations, addressing microbiological, physical, and chemical (including allergen) hazards. * Provide leadership and oversight to the FTG Food Safety Manager to ensure robust food safety practices and compliance. * Collaborate closely with Raw Materials Managers to ensure consistent standards, risk mitigation, and continuous improvement in raw material sourcing and handling. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Degree or equivalent qualification in a science-based subject, preferably food related. * Significant experience (over 5years) in quality/technical management roles in fast paced, chilled, food manufacturing environments. * Technical knowledge and expertise within chilled food. * A good technical knowledge of retailer and foods service food safety requirements. * Experience of customer and BRC audits * HACCP Level 4 * Food Safety Level 4 * Proven skills in developing and leading teams * Proven skills in coaching and mentoring * Excellent verbal and written communication skills * Strong influencing skills * The ability to deliver a compelling vision for technical quality at all levels both internally and externally * Excellent knowledge of MS Office - Word / Excel / PowerPoint. * Strong communication and interpersonal skills including both written and verbal communication * Ability to negotiate, influence & recognise others viewpoints * Ability to develop effective relationships with multiple stakeholders * Ability to work unsupervised & on own initiative with a varied workload * Full driving Licence required | | | |
| 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.* | | |