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| ROLE PROFILE | | | |
| Job title | Head of Technical | Date | March 2024 |
| Business | Meals | | |
| Department | Technical | | |
| Location | Various | | |
| ROLE SUMMARY (main purpose) | | | |
| Leading the technical governance and food safety and quality plan for the category, ensuring safe and legal product every day.  Leading the category’s Responsible Business agenda and positive impact plans across carbon and climate, sourcing with care, health & wellbeing.  Building and maintaining strong customer relationships, giving confidence and enabling trust. The role will sit within the category leadership team, providing governance and customer expertise as well as a valued and trusted voice on the overall Leadership of the Meals Business beyond functional expertise.  Driving the food safety and quality culture through influence and passion.  Putting customers at the heart of everything we do. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Managing Director | | |
| Direct & indirect reports | Technical Managers and Category Responsibility Manager | | |
| Key internal stakeholders | Managing Director, Commercial Director, Technical & Responsible Business Director.  Heads of Technical, Technical Manager, Site Directors.  Head of Responsible Business and Group Responsible Business Team. | | |
| Key external stakeholders | Governing bodies, industry bodies, external customers, regulatory bodies and enforcement authorities – in conjunction with the Group Responsible Business Team. | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Develop and drive Savoury Pastry Responsible Business plans, aligning with Group strategy and requirements of customers, brands * Managing the environmental compliance plans and activities for sites within the category, taking proactive ownership of all compliance requirements * Champion site activities which support Responsible Business plans with Savoury Pastry colleagues * Develop and report on relevant Responsible Business KPIs, aligning with the category plan and with Group Responsible Business requirements * Building collaborative and trust-based relationships with the Group Responsible Business team, drawing on their expertise as necessary * Develop and drive the technical strategy (Group and Category) * As part of the Category leadership team, support the creation and delivery of category strategy, as well as the alignment of technical strategy * KPI Management across Category with robust action plans * Coordinate cross category, customer and supplier issues/workstreams/communication * Support and communicate into group, sharing best practice and continuous improvement activity * Lead and champion food safety, Samworth Way and quality across category. Providing a framework and metrics to deliver against * Provide technical expertise to the category leadership team, customer and site management teams (NWT/POD) * Design and provide an effective risk management process ensuring a robust incident management system is embedded within the business * Coordinator for category technical incidents * Support in the recruitment of the category technical team * Support health and safety objectives * Support Responsible business requirements within the category * Demonstrate change leadership as required by the business | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Significant experience in quality/technical management roles in fast paced, chilled, food manufacturing environments, including multi-site * Experience of contributing to the responsible business agenda and plans within businesses – covering some carbon and climate change, responsible sourcing, health and wellbeing * Working knowledge of the major industry trends and retailer requirements on carbon emissions and net zero, food waste reduction, sustainable packaging, human rights, deforestation, health and nutrition * Technical knowledge and expertise within chilled food * A good technical knowledge of retailer food safety requirements plus a working knowledge of their IT systems * Experience of retailers and industry Codes of Practice * HACCP Level 4 preferable * Food Safety Level 4 preferable * Proven skills in developing and leading teams * Proven skills in coaching and mentoring across multiple functions * 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 * Flexible approach | | | |

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| COMPETENCIES 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 always treated with dignity and respect.* |
| 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 the company values.* |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example because of changing customer needs or an internal structural change.* |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions, in line with the Samworths Values.* |
| People Management | *The ability to understand people and their motivations, build good relationships with them and help them unlock their potential. Spotting and raising talent awareness.* |
| Decision making and judgement | *In line with our guiding principles of the Samworths purpose and values, makes timely and informed decisions that consider the facts, goals, constraints and risks that keep the organisation moving forward. Keeping the customer at the heart of our decisions.* |
| Commercial awareness | *Demonstrates an understanding of the impact decisions and actions have on the organisation in line with the Samworth Values.* |
| Developing partnerships | *The ability to establish formal and informal relationships inside and outside the organisation, and to anticipate and balance the needs of those whose cooperation is needed for the long-term success of the business.* |
| Engaging others through change | *The ability to communicate a compelling vision throughout the organisation, generating genuine motivation and commitment and to act as a sponsor of change.* |
| Focusing on the future | *Demonstrates enthusiasm about our future by identifying strategic issues, opportunities to drive sustainable, profitable growth, and managing risk.*  *Effective contribution to the delivery of technical and overall business strategy.* |