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|  ROLE PROFILE |
| Job title | Technical Account Manager - Tesco | Date | Apr 2025 |
| Business | Food to Go |
| Department | Technical |
| Location | Food To Go Hub (Bradgate or Manton Wood) |
| ROLE SUMMARY  |
| To understand all Tesco products within Samworth Brothers FTG, supporting the operations, technical and commercial / NPD teams to deliver all stakeholders (internal / external) expectations.Support the delivery of Tesco Products through the Concept to Launch process, review launched products and ensure products are to the required internal and external specifications.To drive the quality agenda on Tesco raw materials, packaging, and products, ensuring that all stakeholders are communicated with, regarding action plans etc. this will involve completing store visits and benchmarking panels at Tesco HO.This role will be the day-to-day contact between Samworth Brothers and the Tesco Technical Manager and wider Tesco natural working team (NWT), delivering updates on action plans, improvement plans and potential issues. To work in conjunction with all relevant departments to provide guidance and coaching to ensure compliance against the customer standards. |
| REPORTING STRUCTURE |
| Reports to | Technical Mgr – Madeline Rd |
| Direct & indirect reports | Direct /Indirect - None |
| Key internal stakeholders | Commercial Mgrs (Tesco), FTG Site Teams (ops / technical), FTG NPD Team, other Samworth Brothers Categories |
| Key external stakeholders | Tesco Teams |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| * To ensure that there is effective communication with external stakeholders (e.g. Tesco) on any quality or safety issues as necessary
* To attend and champion Tesco expectations at internal feasibility and handover meetings, and work in collaboration with the FTG process teams
* To investigate Tesco non-conformances (product (e.g. depot spec checks and raw material) and ensure that the necessary corrective actions are taken. To agree actions to be taken for non-conforming product or components.
* To be an integral member of the FTG Technical management team, working closely with and supporting the technical team as well as other functions, including commercial, operations and NPD.
* To participate in ensuring that the bakery is ‘visit ready’ (focused on trials / PPR’s and launches) in the event of either scheduled or unannounced technical audits/visits.
* To participate in taste / benchmarking panels, both at FTG sites and at customers premises. To ensure that the panels are conducted at the agreed frequency and that corrective actions / follow up activities are carried out on a timely basis.
* To participate in customer (e.g. Tesco) site visits and factory tours and to ensure that visit reports are written up and closed off on a timely basis
* To attend Market Quality Review (MQR) sessions and Key Quality Indicator (KQI) panels with the Tesco team, where possible. Clear communication on next steps and the rationale to be fed back to internal stakeholders
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| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
| * Degree or equivalent qualification in a science based subject is preferable. If not degree qualified then minimum requirement - Advanced Food Hygiene
* RIPH Level 2 or equivalent Intermediate Certificate in Applied HACCP Principles desirable
* Formal Internal Audit Training by CCFRA or other recognized body is also desirable
* Experienced in a technical / QA role within food manufacturing (chilled preferable but not essential)
* Experience working with Tesco and other major retailers
* Good working knowledge of the NPD launch process
* Good working knowledge of computer systems – ability to use word, excel, powerpoint and access
* Organisational / prioritisation skills & ability to respond rapidly to changes in priorities
* Effective communication skills with external stakeholders
* Ability to ensure attention to detail even when under pressure
* Excellent team working skills
* Problem solving & decision-making skills
* Must be competent in written English and basic Maths
* 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
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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.* |