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| ROLE PROFILE | | | |
| Job title | Process Manager – Deli | Updated: | June 2021 |
| Business | Walkers Deli & Sausage Co. | | |
| Department | Technical | | |
| Working Hours | Monday to Friday 08:30-17:00 | | |
| Location | Cobden Street, Leicester, LE1 2LB | | |
| ROLE SUMMARY | | | |
| Management and co-ordination of all Process Development activities for Walkers Deli  To manage the successful launch of all new and reformulated products at Walkers Deli ensuring the safety, quality and legality of the products at all stages of the process. To lead, inspire and motivate the Process development team. To continuously improve and lead on improvements to the business concept to launch process. | | | |
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| Reports to | Technical Manager | | |
| Direct & indirect reports | Process Development Technologists | | |
| Key internal stakeholders | Production, Planning, Finance, Technical Services, QA and Commercial | | |
| Key external stakeholders | Retailers, Suppliers (project dependant) | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Manage all parts of the NPD process for Walkers Deli following handover from the NPD team up to the point of launch including any reformulation of existing products. * Communicate effectively with the customer on all Process Development activities in line with the agreed critical path. * Collaborative working with other site functions (predominantly QA, Purchasing, NPD and Operations) to ensure product launches and projects are delivered accurately and on time. * Management of projects related to a change in existing processes, equipment or raw materials. * Management of the Process team to include team to include task and project allocation, team training, performance and development, resources management. * Deputise for the Technical Manager in their absence to ensure food safety, integrity, legality and quality at all time * Participate in projects that add value to our overall business as required. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| * Degree in food related subject or equivalent job related experience * Intermediate HACCP * Thermal processing validation experience. * Chilled / Short Shelf Life experience. * Major retailer experience. * Tesco/M&S experience. * Food labelling. * Experience with customer web portals e.g. TTL Retail critical path management. * Excellent organisational skills. * Good interpersonal/team management skills * Microsoft Office. * Ability to negotiate, influence and recognise others viewpoints. * Ability to work unsupervised and on own initiative with varied workload. * Ability to develop effective relationships with other teams across sites. | | | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | | | |
| **Competency** | **Descriptors** | | |
| Customer Focus | Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success. | | |
| People Management | The ability to understand people and their motivations, build good relationships with them and help them unlock their potential | | |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. | | |
| Initiative & Taking Ownership | Steps up to take on personal responsibility and accountability for tasks and actions 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 work environment, for example as a result of changing customer needs. | | |

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| **Please sign and date this document to confirm your understanding of the role profile.** | **Signature:**  **Date:** |