

# JOB DESCRIPTION



SECTION 1 – IDENTIFYING INFORMATION			
Job Title	Technical Manager	Department	Technical
Function	Technical	Site	Farmhouse Fare, Clitheroe.

SECTION 2 – JOB SUMMARY
<p>Accountable for all aspects of Food Safety, Legislation and Quality of products produced in the factory.</p> <p>Responsible for the running of the site Technical department.</p> <p>Help support the day to day activities of the site to ensure the effectiveness of the manufacturing process in line with the needs of the business.</p> <p>To continually meet, improve on and exceed customer expectations.</p> <p>To support the Head of Technical.</p>

SECTION 3 – KEY ACCOUNTIBILITIES	% OF TIME
<p><b>Food Safety and Quality Management</b></p> <ul style="list-style-type: none"> <li>▪ Lead the Food Safety HACCP team.</li> <li>▪ Ensure that the HACCP document is up to date and that the Critical Control Points are implemented within the factory.</li> <li>▪ Act upon legislation and guidelines to ensure that manufacturing is conducted legally.</li> <li>▪ Manage allergens through the site allergen risk assessment and supporting documentation.</li> <li>▪ Ensure that the quality management system – Quality manual and supporting documentation - is up to date and regularly reviewed and amended to reflect changes at site.</li> <li>▪ Ensure compliance to the BRC Global Standard for Food Safety.</li> </ul>	20%
<p><b>Hygiene</b></p> <ul style="list-style-type: none"> <li>• Management of the site Hygiene team to maintain and improve hygiene standards across the site.</li> <li>• Manage hygiene and housekeeping to ensure products are produced in a food safe environment.</li> <li>• Work with chemical and other suppliers to improve factory hygiene standards.</li> <li>• Manage the hygiene budget.</li> <li>• Manage the hygiene team.</li> </ul>	15%
<p><b>Customer Contact</b></p> <ul style="list-style-type: none"> <li>• The Technical Manager is the Technical point of contact for customers, auditing bodies and Government bodies.</li> <li>▪ Provide information and expertise to external customers on all Food safety and quality related matters.</li> <li>▪ Attend customers meetings / tasting sessions.</li> <li>▪ Provide Technical information to the customer as requested in a timely manner.</li> <li>▪ Comply with the customer standards and policies applicable to the site / product range.</li> </ul>	15%
<p><b>Continuous Improvement (CI) / Lean Manufacturing</b></p> <ul style="list-style-type: none"> <li>• As a member of the Technical Team support site initiatives.</li> <li>• Support the site Operations team in site specific projects in line with CI briefs.</li> <li>• Identify and recommend changes to systems and processes as appropriate .</li> </ul>	10%

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<p><b>Project work</b></p> <ul style="list-style-type: none"> <li>• To be actively involved in Quality and Product Improvement Projects.</li> <li>• Provide Technical expertise in improving the quality of products.</li> <li>▪ Carry out project work according to issues currently affecting products produced on site. Recommend and implement actions accordingly. Liaise with Factory Managers, Operations Manager, NPD Manger and Technical Director.</li> </ul>	10%
<p><b>Conduct Audits</b></p> <ul style="list-style-type: none"> <li>• Manage the internal auditing system.</li> <li>• Be the main contact for customer audits as “Customer Contacts” above. Liaise with customer/3rd party auditor. Arrange pay. Ensure all documentation is available. Implement agreed corrective actions.</li> <li>• Audit suppliers as necessary.</li> </ul>	10%
<p><b>Man Management and Training &amp; Development</b></p> <ul style="list-style-type: none"> <li>▪ Maintain standards and discipline within the department. Train and guide those working within the department. Resolve any issues within the department. Prepare and carry out recruitment and appraisals. Carry out disciplinary action when necessary.</li> <li>▪ Ensure all members of the Technical Department are suitably trained to carry out their duties.</li> <li>▪ Arrange training according to gaps in individual’s skills with the aid of the HR department.</li> </ul>	10%
<p><b>Management Information Systems</b></p> <ul style="list-style-type: none"> <li>▪ Ensure the department operates within budget.</li> <li>▪ Manage the budget on a period to period basis.</li> <li>▪ Carry out budget review at end of year and forecast for the coming year. Liaise with suppliers.</li> <li>▪ Work with other Technical managers to ensure the Group budget is met.</li> <li>▪ Ensure that the maintenance and keep up to date Technical systems Hamilton Grant and Qadex and others as appropriate.</li> </ul>	10%
<p><b>Generic Management Responsibilities</b></p> <ul style="list-style-type: none"> <li>▪ Ensure personnel forms are completed.</li> <li>▪ Ensure completion of all necessary recruitment documentation.</li> <li>▪ Ensure inductions are delivered to all new employees.</li> <li>▪ Contribute to upkeep of weekly Human Resources statistics.</li> <li>▪ Ensure absence management and control procedures are maintained.</li> <li>▪ Conduct Return to Work interviews with direct reports.</li> <li>▪ Monitor and manage employee performance.</li> <li>▪ Maintain high standards of discipline involving appropriate procedure where necessary.</li> <li>▪ Respond swiftly to grievance matters maintaining confidentiality.</li> <li>▪ Carry out annual appraisal reviews with all employees.</li> <li>▪ Support identified training and development needs for direct reports.</li> <li>▪ Involvement in delivery of team brief to support a two way communication.</li> </ul>	

SECTION 4 – EDUCATION & EXPERIENCE	
Education Level (i.e. Degree, Prof. Quals., etc)	<ul style="list-style-type: none"> <li>▪ Degree level. Food science</li> </ul>
Years Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc)	<ul style="list-style-type: none"> <li>▪ Over 5 years experience</li> <li>▪ Chilled food experience</li> </ul>
Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc)	<p>The post holder is expected to carryout the following duties in order to fulfill the position to a satisfactory level:</p> <ul style="list-style-type: none"> <li>▪ Adhere to Company’s Equal Opportunities and Health Safety Policies.</li> <li>▪ Ensure high quality standards and hygiene are</li> </ul>

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	<p>maintained.</p> <ul style="list-style-type: none"> <li>▪ Adhere to Company Financial procedures.</li> <li>▪ Respect individual and Company confidentiality rights.</li> <li>▪ Demonstrate a positive and committed attitude.</li> <li>▪ Support a culture of continuous improvement.</li> <li>▪ Show commitment to personal and team development.</li> <li>▪ Demonstrate a flexible approach.</li> </ul>
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### SECTION 5 – DIMENSIONS & SCOPE

Budgetary Responsibility	Direct/Indirect Budget	Size/Amount	
Other key dimensions (.e.g. sales, products, skus, reports, invoices, etc) Please put description and numbers	<ul style="list-style-type: none"> <li>▪ Responsible for technical team</li> <li>▪ Responsible for the Technical budget</li> <li>▪ Authority to halt production and amend process if applicable</li> <li>▪ Recommend salary changes, structures.</li> <li>▪ Implement new procedures.</li> <li>▪ Set direct reports objectives</li> </ul>		

### SECTION 6 – CONDITIONS OF ROLE

State any conditions for role (e.g. Travel requirements, site specific/multi-site, Physical conditions i.e. Hot/Cold, indoors/Outdoors, hazardous, etc)	Based at Farmhouse Fare, Clitheroe. Some travel to other sites is required. Some travel to customers and suppliers is required. Staying away overnight may be required.
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### SECTION 7 – POSITION IN ORGANISATION

<b><u>Peer Positions (list below)</u></b>	Team Size (if none put 0)	
	Reports to (Job Title)	Reports to Head of Technical. Responsible for factory Technical/QA teams. Liaises with Site Managers and Directors. QA Managers will deputise for the Technical Manager. Dotted line to General Manager.
<b>PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART</b>		

### SECTION 8 - SIGNATORIES

Job Holder Signature		Manager Signature	
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Name		Name	
Date		Date	