



Customer Technologist - Brands

job description



the finer details

Which site am I based at?

HQ

Which team am I a part of?

Central Manufacturing
(Technical)

Who do I report to?

Lead Customer Technologist

Who do I look after?

All owned brands and
wholesale customers, co-
packers

Team size?

0

Do you have responsibility for a
budget?

No

the purpose of your role

An exciting new role within the central technical function being the key technical contact for our portfolio of owned brands and wholesale customers.

Build effective internal and external customer relationships and confidence with all stakeholders. To support and partner across the business to ensure we deliver on customer and brand projects, build strong technical plans and meet our customer and brand technical requirements. Provide the business with a clear understanding of the quality and technical requirements of each of our owned brands and wholesale customers and partner effectively to ensure delivery. Work collaboratively with procurement, NPD and site teams leading and driving continuous improvement in our product portfolio.

Work closely with the Yeo Valley brand team to identify and select chosen partner co-packers to expand our brand into new product categories. Work with our chosen co-packers to develop new products and create systems and processes for ongoing quality monitoring of products carrying the Yeo Valley brand the technical management of those co-packer relationships. You and your team act as ambassadors for Yeo Valley.

Key responsibilities:

- ♥ Manage our portfolio of owned brands, wholesale customers and 3rd party co-packers
- ♥ Ensure you have effective relationships and plans in place with your key customers. Facilitate the interaction and activities between customers and sites/internal stakeholders
- ♥ Ensure effective support to the business during incidents and recalls. Take the lead in liaising cross functionally with sites and the brand team.
- ♥ Support the Yeo Valley brand team by providing timely technical support and insight on new product development and existing product changes
- ♥ Work cross functionally with the brand team to identify and approve new co-packers for the manufacture of Yeo Valley branded products in new product categories
- ♥ Work collaboratively with 3rd party co-packers to set out quality standards, technical ways of working and KPIs to effectively manage the quality and safety of co-packed products
- ♥ Work with manufacturing sites and cross functionally to ensure consistent delivery of quality and safety of all branded and wholesale products

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qualifications & experience

Essential:

- ♥ Manufacturing and/or customer management experience
- ♥ Science or similar degree
- ♥ Strong People and Communication skills
- ♥ Effective networking and influencing skills
- ♥ Great at building relationships internally and externally and is able to operate effectively at all levels.

Desirable:

- ♥ HACCP level 4
- ♥ Experience with both branded and own label manufacture
- ♥ Some previous auditing experience

What good looks like for this role

Quality- Level 3 (Applying)

Able to set up appropriate methods to monitor and validate Quality within our own manufacturing sites and with 3rd party co-packers.

Helps the business to identify and drive down the costs of quality.

Is able to identify problems or issues that impact quality and provide solutions to drive improvement.

Understands how to set, measure and manage quality performance through KPI's.

Setting and Managing Standards – Level 3 (Applying)

Is able to interpret and assess codes of practice and policies to determine compliance.

Provides expertise on industry and customer standards and requirements.

Is able to interpret and understand 3rd party audits of other manufacturing sites and carry out audits and approvals of new co-packers against the Yeo Valley manufacturing standard.

Technical Expertise- level 3 (Applying)

Competent knowledge and experience in food technology and food safety and quality systems.

Applies experience, knowledge and skills to provide advice and guidance to stakeholders across the business.

Is able to adapt technical knowledge to new food categories with different technical and legal requirements.

Is able to share knowledge and be primary point of contact for insight and expertise in new product categories.

Risk management and critical decision making – Level 3 (Applying)

Apply root cause analysis and learning from failure to critique and make decisions

Able to work with key stakeholders to conduct comprehensive risk assessments and evaluate effective controls to mitigate the risks.

Governance, Brand protection and Due diligence – level 3 (Applying)

Able to put in place appropriate controls, processes, procedures and systems to manage due diligence effectively across our brands.

Interpret legal standards and legislation in current and new categories

Provides strong technical governance to ensure we meet our customer and brand due diligence requirements across the business and maintain brand protection effectively.

Continuous Improvement – Level 3 (Applying)

Able to conduct value chain analysis across the business and identify opportunities to improve

Able to conduct root cause analysis to establish key issues and support implementation of sustainable improvements.

Able to evaluate processes and systems to ensure food safety and quality is optimised using tools such as auditing, testing and data analysis

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HR use

Date of last review:

Job reference no:

Job level:

Job family:

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