



Customer Technologist

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?

n/a

Team size?

n/a

Do you have responsibility for a
budget?

No

the purpose of your role

Build effective customer relationships and customer confidence. 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 customer technical requirements and partner effectively to ensure delivery of customer requirements across our manufacturing and distribution sites.

Key responsibilities:

- ♥ Manage a portfolio of customer accounts
- ♥ 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 customers. Facilitate engagement at all levels with our customers
- ♥ Provide expertise on customer standards and requirements to the business partner/project manage and support on customer projects
- ♥ Work cross functionally to support customer cost out/value chain initiatives. Work with sites and cross functionally to ensure alignment of customer standards and requirements with YV standards.
- ♥ Ensure we meet customer due diligence requirements including export. Ensure customer audits and visits are managed effectively.

What good looks like for this role

Quality- Level 3 (Applying)

Able to set up appropriate methods to monitor and validate Quality

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)

TOGETHER



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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
- ♥ Food Safety Level 4

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 support the business in meeting customer and industry standards

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 provide the business with meaningful and simple reports.

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 brand and our customer brands.
Interpret legal standards and legislation
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

HR use

Date of last review:

Job reference no:

Job level:

Job family:

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