



Senior Process Manager- Own Label & Brand

job description

the finer details

Which site am I based at?

YVHQ Hybrid

Which team am I a part of?

Development

Who do I report to?

Head of Product – Own Label

Who do I look after?

Process Development Managers

Team size?

3 direct reports (6 indirect report)

Do you have responsibility for a budget?

Yes

Qualifications &

Experience

Essential:

- ♥ **Technical Skills –**
Expertise in product

The purpose of your role

To co-ordinate the Process Development team to deliver multiple customer product launches across multiple sites in multiple product categories.

Under the direction of the Head of Product- Own label, the Senior Process Manager will be accountable for the Process Development function at Yeo Valley. You will be required to lead & manage and priorities the workload of product across 4 YV sites for both Own Label and Brand Team projects.

This individual will work collaboratively with senior leadership peers from across the business to deliver cutting-edge, high-quality product concepts that are aligned with customer & business strategies.

The role requires the ability to oversee the development process with the customer and the internal functions from Gate 3 to 6 approval and ensure a successful product launch. You will guide, support & coach the Process Managers to optimize processes and procedures across the site with 5 main areas of focus

- ♥ Improving existing and developing new processes
- ♥ Make “Better Impacts” through innovative processes or technology
- ♥ Product & Material reformulation
- ♥ Supporting Capital Projects
- ♥ Managing NPD/EPD launches

This role is critical in shaping the future of the Yeo Valley Product Portfolio.

Key responsibilities:

- ♥ Empower and lead Yeo Valley Process Development and be the senior contact for all internal and external projects associated with Process Development.
- ♥ Successful in providing visionary leadership whilst developing product teams.
- ♥ To co-ordinate and organize the Process Team for all NPD projects from Gate 3 approval to Gate 6 Post Launch Review, ensuring the relevant stakeholders are involved at the right stage and aligned.
- ♥ Coordination of multiple project critical paths across multiple timelines.

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- ♥ processing
- ♥ **Project Management-**
Experience in managing multiple product development projects simultaneously, with a focus on meeting deadlines and managing resources effectively.
- ♥ **Knowledge of Ingredients-**
Strong understanding of the functional properties of yogurt, desserts & ice cream
- ♥ **Teamwork –**
Ability to work well with a collaborative, cross-functional team environment and lead in own area of expertise. Ability to encourage & lead within own team
- ♥ **Problem solving –**
Excellent troubleshooting skills and ability to analyse complex technical challenges & implement solutions. Support & mentor team members to reach solutions
- ♥ **Communication -**
Excellent verbal & written communication skills with the ability to present ideas and data clearly to technical & non-technical stakeholders
- ♥ To develop and maintain excellent customer relationships with senior customer contacts, through a customer ‘intimate’ approach.
- ♥ Ability to troubleshoot – address and resolve technical challenges that arise during product development, collaborating with internal teams to ensure solutions are implemented effectively
- ♥ To work collaboratively with Senior Innovation Managers from own label and brand, Technical, Sourcing and Operations teams on new products, raw materials, packaging & factory processes.
- ♥ To monitor the team’s product costings through the factory scale up process to the 12-week post launch review.
- ♥ To advise & assess current production processes and recommend improvements to align with product specifications. Ensuring all operational, supply chain and technical capabilities and limitations are understood, potential issues are identified early on and workable solutions progressed collaboratively with the relevant team.
- ♥ Driving the profit for SP28 – understand how the brief impacts the business at sales, volume and margin level and support the Process Team to develop products that have “better impacts” on our people & planet.
- ♥ To drive down all aspects of Direct/Indirect costs to make a continual and sustainable improvement in profitability in areas that can be impacted by process development. Challenge other departments to enhance procedures and ways of working.
- ♥ Differentiation and optimisation – where relevant, ensure customer differentiation but optimise efficiencies and process at site
- ♥ Maintain all documentation required to meet BRC and ISO accreditation standards adopted by the business and legislative standards. You will own the Process Development Systems and ensure they are always up to date, as well as managing and implementing the internal audit of these systems.
- ♥ Manage, coach, support and where relevant influences Process Managers in delivering the customer development plans and accountable for their performance and results.
- ♥ Have overall accountability of the results and performance of Process Development with regards to NPD success and reaching targets/objectives

Qualifications:

- ♥ Food qualification or previous food manufacturing or catering experience
- ♥ Minimum 8 years of experience in a food NPD role, preferably within dairy, desserts or ice cream. Essential people management experience.

Desirable Skills:

What good looks like for this role

General Profile:

The Senior Process Manager possesses advanced technical expertise and practical knowledge in process, with a specific in depth knowledge of yogurt, ice cream, dessert, fruit & savoury. They bring a deep understanding of product

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- ♥ **Industry Knowledge-**
Strong knowledge of Brands, values & processes as adopted by the retailers.

Working knowledge of relevant legislation criteria and food production industry standards/HACCP

- ♥ **Large Scale Capital Projects-**
Ideally experience in managing or supporting

Personal Attributes:

- ♥ **Detail-Oriented –**
Meticulous attention to detail in both product development and documentation
- ♥ **Adaptability –**
Able to work in a fast-paced environment and adjust to changing priorities & project timelines. Resilience and supporting others is key.
- ♥ **Analytical Thinker –**
strong, analytical skills, capable of interpreting data to guide decision-making processes
- ♥ **Tenacious & “can do”**
attitude
- ♥ **Self-driven** with a growth mindset & can use initiative
- ♥ **Desire** and ability to influence & drive change
- ♥ **Hands on & practical**
approach to working
- ♥ **Good IT skills** -Microsoft and database systems
- ♥ **Influential-**
Ability to pull cross functional teams in one direction with right level of data and detail to make decisions

manufacturing, process optimisation, and quality assurance, alongside a basic knowledge of related disciplines such as product development and sensory evaluation. The individual will have extensive experience in independently solving complex technical challenges to mentor and guide their team through the launch and evaluation of new and existing products.

Business Expertise:

The Senior Process Manager has a comprehensive understanding of how their area integrates with other business functions, including production, R&D, quality assurance, and supply chain, to achieve departmental and organisational goals. They apply this understanding to oversee the delivery of efficient, scalable, and high-quality processes that support product innovation and meet market demands. Additionally, they stay informed about industry trends and the competitive landscape, using this knowledge to drive improvements in process efficiency and product quality. This role requires a focus on both short-term operational objectives and long-term strategic goals, balancing them to ensure the company's competitive edge.

Leadership:

In this leadership capacity, the role oversees a team of Process Managers and Technologists, guiding them to meet both service and operational goals. They must adapt departmental priorities and plans as necessary to meet changing needs and ensure successful product launches within available resource capability. By identifying and resolving technical and operational issues, they ensure that processes are optimized for quality, cost efficiency, and scalability. They understand how their decisions affect the broader department and business, adjusting to maintain alignment with overall objectives and improving team performance.

Impact:

This role has a direct impact on the team's ability to meet service, quality, and timeline objectives for new product launches and ongoing product evaluations. They are guided by company policies and departmental goals, but their contributions significantly affect operational efficiency, product quality, and the speed to market of new innovations. By driving process optimization and ensuring product consistency, they help maintain the company's high standards and competitive position in the market. Their ability to lead effective process improvements will ensure the successful execution of product strategies and the achievement of departmental KPIs.

Interpersonal Skills:

This individual will frequently guide and influence internal stakeholders and external partners, to adopt new perspectives on process improvements or product launches. They must be skilled in presenting complex technical information in a clear, actionable way, building consensus, and aligning teams around process innovations. Additionally, they will provide technical guidance and support to colleagues, teams, and customers to ensure that product processes are effectively implemented and continuously improved. They are accountable for the performance of their team, ensuring high-quality outcomes and driving results within their area of specialization.



HR use

Date of last review:

Job reference no:

Job level:

Job family:

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