



Customer Technologist (5S)



The finer details

Which site am I based at?

HQ

Which team am I a part of?

Central 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?

None

The purpose of your role

Build effective customer relationships and customer confidence. Support and partner across the business to deliver customer and brand projects, develop robust technical plans and meet customer and brand technical requirements. Provide the business with a clear understanding of customer technical expectations and work collaboratively to ensure these are delivered effectively.

Key Responsibilities

Manage a portfolio of customer accounts, ensuring effective relationships and plans are in place with key customers.

Facilitate interaction and activities between customers, sites and internal stakeholders.

Provide effective support to the business during incidents and recalls, taking the lead in cross functional communication with sites and customers. Facilitate customer engagement at all levels and provide expertise on customer standards and requirements.

Act as a business partner, manage and support customer projects. Work cross functionally to support customer cost out and value chain initiatives. Collaborate with sites and teams to align customer standards and requirements with YV standards.

Ensure customer due diligence requirements, including export requirements, are met.

Manage customer audits and visits effectively.

Qualifications & experience

Essential:

-  Science or related degree
-  Manufacturing and/or customer management experience
-  Strong people and communication skills
-  Effective networking and influencing skills
-  Proven ability to build strong internal and external relationships and to operate effectively at all levels

Desirable:

-  HACCP Level 4

What great looks like for this role

Quality

Able to establish appropriate methods to monitor and validate Quality. Supports the business in identifying and reducing the costs of Quality. Identifies issues that impact Quality and provides solutions to drive improvement. Understands how to set, measure and manage Quality performance through KPIs.

Setting and Managing Standards

Able to interpret and assess codes of practice and policies to determine compliance. Provides expertise on industry and customer standards and requirements and supports the business in meeting these standards.

Technical Expertise

Demonstrates competent knowledge and experience in Food technology, Food Safety and Quality systems. Apply experience, knowledge and skills to provide advice and guidance to stakeholders across the business. Produces meaningful, clear and simple reports for the business.

Risk Management and Critical Decision Making

Applies root cause analysis and learning from failure to review, challenge and make decisions. Works with key stakeholders to conduct comprehensive risk assessments and evaluate effective controls to mitigate risks.

Governance, Brand Protection and Due Diligence

Establishes appropriate controls, processes, procedures and systems to manage due diligence effectively across our brand and customer brands. Interprets legal standards and legislation and provides strong technical governance to ensure customer and brand due diligence requirements are met while maintaining effective brand protection across the business.

Continuous Improvement

Conducts value chain analysis across the business to identify improvement opportunities. Uses root cause analysis to identify key issues and support the implementation of sustainable improvements. Evaluates processes and systems to optimise Food Safety and Quality through auditing, testing and data analysis.