



Lead Customer Technologist

job description



the finer details

Which site am I based at?

HQ/ Hybrid

Which team am I a part of?

Central Manufacturing
(Technical)

Who do I report to?

Head of Technical

Who do I look after?

Customer Technologists

Team size?

4

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. Working with co-packing partners to ensure food safety, consistency and quality for our consumers. Working collaboratively with procurement, NPD and site operations teams leading and driving continuous improvement in our product portfolio.

You and your team act as ambassadors for Yeo Valley

Your responsibilities:

Leadership & Management-

- ♥ Lead & manage the Customer Technologist team
- ♥ Define and implement our approach to support the different customer models across our customer portfolio creating effective joint quality plans
- ♥ Member of the Central Manufacturing (Technical) leadership team and wider YV leadership group
- ♥ Deputising for the Head of Technical

Customer-

- ♥ Manage a portfolio of customer accounts directly, and oversee those managed by the customer technologists
- ♥ Ensure we have effective relationships and plans in place with our key customers and brand owners
- ♥ Facilitate the interaction and activities between customers and sites/internal stakeholders
- ♥ Provide expertise on customer standards and requirements to the business
- ♥ Work cross functionally to support customer cost out/value chain initiatives

Internal relationships and ways of working-

- ♥ Ensure effective support to the business during incidents and recalls. Take the lead in liaising cross functionally with sites and customers
- ♥ Build an effective customer RACI to enable engaging relationships with our operational teams and other functions
- ♥ Work with sites and cross functionally to ensure alignment of customer standards with YV standards

TOGETHER



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qualifications & experience

Essential:

- ♥ Science or similar degree
- ♥ Experience in Quality & Food safety management roles
- ♥ Customer technical management experience
- ♥ Strong People and Communication skills
- ♥ Strong presentation skills
- ♥ Effective networking and influencing skills
- ♥ Great at building relationships internally and externally and is able to operate effectively at all levels

What good looks like for this role

- Coaches, mentors and educates across the business driving cultural changes and sharing best practice in how the business focuses on and achieves customer requirements
- Builds relationships and influences at all levels across the business.
- Sets appropriate KPI's and measures of success to ensure the business achieves the correct standards consistently. Provides expertise on industry and customer standards and requirements.
- Has detailed and extensive experience and knowledge of Food safety and quality systems and processes. Applies experience, knowledge and skills to provide advice and guidance to stakeholders across the business.
- Demonstrates the ability to lead on improving the effectiveness of how the business assesses and manages risk at all levels, drives continuous improvement.
- Provides strong technical governance to ensure we meet our customer and brand due diligence requirements across the business and maintain brand protection effectively
- Identifies opportunities for best practice and actively shares cross functionally and across the group
- Able to devise suitable KPI's to help drive improvement across the business

Desirable:

- ♥ HACCP level 4

HR use

Date of last review:

Job reference no:

Job level:

Job family:

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