# Chilled Jobs

Career Progress

This role is vital. It ensures that all products are manufactured both safely and hygienically from the best quality raw materials and to the highest possible standards.

**To achieve this you will manage the quality management system and site supplier base to ensure that all ingredients and finished products conform to specification and current legislation.**

What's the job?

## Technical Services Manager

### Sounds interesting. What will I do?

**As Technical Services Manager you will:**

- Work closely with suppliers and the Company's raw material team to agree quality parameters of new raw materials.
- Take direct responsiblity for all shelf life / micro testing in conjunction with process development team.
- Liaise with the Process Development Manager and Technical Controller to ensure all new products meet technical criteria of all customers and that all arrangements are made for customer, suppliers or third party visits, detailing all schedules for internal personnel and the timetable for visitors to the site.
- Troubleshoot within the factory when required to resolve issues.
- Play a major role in site continuous improvement process, challenging ingredients and suppliers where necessary.
- Lead the site's cross-functional HACCP team, ensuring that all new ingredients and processes are reviewed against the generic plans prior to approval.
- Manage the site's Quality Management System, ensuring that key document control requirements are met and the system is reviewed and updated regularly.
- Devise, manage and control the site's annual internal audit program against the QMS, BRC standard and customer Codes of Practice, ensuring that all audits are carried out and all actions are closed out in timely manner.
- Manage the site customer complaint system, ensuring that:
  * All complaints are robustly investigated to specific timescales.
  * The site's cross-functional teams are updated on all key complaint trends.
  * Internal and external reports are produced to set timetables.
- Manage the site's microbiological testing program.
- Liaise with the process development team to ensure that adequate nutritional testing is completed for all new products.
- Manage the technical budget in all functional areas *(indirect labour, salaries, micro testing, nutritional testing and complaints)*.
- Manage the 'Goods in' QA team to ensure that:
- All ingredients are receipted onto site to meet HACCP, Company and Customer guidelines.
- All non-conformances are reported to the site team and supplier and corrective actions are identified and followed through.
- Supplier management KPIs are kept up to date.
- Trended supplier conformance information is provided for internal reports.
- Keep up to date with all current food legislation and advise the business on key changes.
- Manage pest control on site, managing third party pest control company's schedules, remit and performance.
- Manage and maintain the site's third party accreditations, taking a lead role in the audit process and the cross functional preparation for audits.
- Visit suppliers in response to non-conformance and rejection issues, audit working practices, troubleshoot problem areas and determine /monitor corrective action.

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If you love science and are passionate about food you'll find a bright future in the chilled food manufacturing sector.
A wide range of opportunities are available in this fast moving, dynamic industry, from developing new foods, from sourcing ingredients, to assuring they are safe to eat.

**Be part of the future of chilled food - you're getting yourself the coolest career!**

Part 2

## Technical Services Manager

### Sounds interesting. What will I do?

**As Technical Services Manager you will:**

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- Ensure that all ingredients on site have an updated signed approved Company format specification and lead the site annual review of ingredient specifications.
- Exercise authority on all other functions within the business, in order to ensure that they meet the requirements of the quality management system and company / customer codes of practice.
- Train and maintain a cross functional team of internal auditors.

### What knowledge, skills, qualifications and experience will I need?

**You should have:**

- A Degree or HND in a food related discipline e.g. Food Science / Technology, Engineering, Science
- Lead Assessor training and Advanced HACCP training.
- Basic / Intermediate / Advanced Food Hygiene Certificate.
- At least five years' experience in a Technical or Quality Assurance environment of a chilled food company.
- Excellent project and time management skills – good completer/finisher.
- Excellent implementation skills.
- Excellent interpersonal and communication skills at all levels.
- The ability to work both as an individual and a team player.
- The ability to create a favourable first impression, project yourself well and present with confidence.
- An outgoing and confident approach.
- Good computer literacy – Excel, Word, PowerPoint, internet specification systems, databases, Microsoft Project etc.
- A track record of effective functional people management and retail/food service account management.
- Excellent organisational, creative and practical ability, and not be frightened to get your sleeves rolled up!