

Job Description Title:	TECHNICAL MANAGER
Line Managed By:	Senior Strategy and Commercial Manager
Line Manager For:	Not applicable
Department / Work Area:	Food Works ^{SW} . Based at site, will involve travel to clients.
Duration	Permanent
Hours:	Full Time,, 37.5 hrs per week (Mon –Fri)
Salary:	£38k to £42k
Annual Leave:	25 days in addition to 8 statutory days

Documents Attached	Completed Date	Advertised Date
Part 1 - Role Requirements Part 2 - Duties, Responsibilities and Accountability Part 3 – Person Specification		

PART 1 - ROLE REQUIREMENTS

ABOUT FOOD WORKS SW

Food Works^{SW} is a purpose-built facility for food and drink manufacturers and producers from start-ups to large companies providing access to technical and product development support, food grade premises including development space as a resource of excellence in the South West of England.

The site has been open since April 2020 and is operated by the Food and Drink Forum on behalf of the site owners North Somerset Council. Since opening, the site has seen a consistent year on year increase in users and demand for services.

A particular area of knowledge and expertise that is sought by businesses is technical advice and guidance to ensure production is efficient, food produced is safe, regulatory requirements are being met and the potential to scale up and grow the business can be realised.

OVERVIEW OF ROLE REQUIREMENTS

To deliver high-quality food technical support to food and drink manufacturers of any size or business stage across the South West of England in particular, liaising as required with colleagues on other Forum sites and funded project activity.

Providing technical manufacturing excellence as a food technical manufacturing ambassador for the site and the South West region.

To be based at Food Works^{SW} providing proactive engagement with tenant businesses and off-site clients to deliver commercial and funded technical advice and support for clients regarding food technology and safety, product development and food management standards.



To support the Food Works^{SW} site team with site safety, food safety and technical advice, supporting the effective management of the Centre and wider site to ensure it is seen as a Centre of Excellence for the sector in the South West.

To effectively and proactively promote the Forum and its services (including those of partner organisations), to clients and the wider food and drink industry, supporting the commercial success of the Forum and growth in the sector.

PART 2 - DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY

Duties	Responsibilities
Technical Services and Support	<p>Provide Technical support and advice on and off site to businesses including:</p> <ul style="list-style-type: none"> • Provide direct ('hands on') support relating to all aspects of technical advice and guidance to businesses at all stages of their activity and growth, e.g. food safety, product specifications, equipment, factory layouts, labelling and compliance, microbial analysis, accreditation to national industry standards (i.e. BRCGS / SALSA) in order to generate revenue and achieve strategic objectives. • Assisting pre-start and start-up businesses with requisite food technical requirements and ensuring safe and legal 'shelf ready' products are manufactured. • Proactively engage with Food Works^{SW} site tenants and kitchen users to ensure opportunities to provide technical advice are secured either through commercial or funded projects. • Respond to enquiries and opportunities for support through the preparation of quotes to increase commercial activity and income to achieve the company's commercial targets. • Develop and deliver with colleagues a range of support packages to encourage increased take-up of services and income. • Working with colleagues especially the New Product Development and Innovation Manager assist businesses with their product development and reformulation and scale up, connecting wider Forum services and facilities to increase the profile of services provided and commercial revenue. • Contribute to the building of a broader technical and development commercial offering, such as through sustainability, decarbonisation/energy audits and product/process engineering. • Support the uptake of food technology, production equipment, automation, robotics, process technology and modern and efficient equipment in the manufacturing of food products to raise standards and productivity. • Liaise with businesses to identify any scope for raising technical skills amongst Owner Managers / staff through commercial training. • Input and maintain up to date records of activity to aid the management and monitoring of all commercial and funded work for the completion of required internal and funders reporting requirements, including activity and income information.



SITE ACTIVITY	<ul style="list-style-type: none"> • Support the Facilities team to ensure a safe, secure and tidy site that meets regulatory requirements including risk assessments, incident reporting, supporting unit inspections as required etc. Ensuring Health and Safety requirements are current and relevant. • Provide advice and support to the site team with establishing and reviewing procedures to help improve the efficiency and effectiveness of site activity. • Working with colleagues ensure relevant testing, procedures and monitoring are maintained to ensure the approved status of the site’s development kitchens is retained particularly so that SALSA certified manufacturers can produce from the kitchens. • Support the site team as point of contact at reception to take enquiries when needed, including help with setting up facilities for events and meetings if required.
GENERAL BUSINESS ENGAGEMENT	<ul style="list-style-type: none"> • Ensure Forum membership and its technical offer is clearly, communicated and promoted to clients to maximise commercial opportunities and identify funding opportunities to enable funded support. • Attend relevant external events as a delegate or as part of a team including on trade stands. • Develop, deliver and / or support training workshops and events. Contributing to learning material design and deliver seminars / workshops around key food and sector topics.
PARTNERSHIP WORK	<ul style="list-style-type: none"> • To identify potential sponsorship and funding opportunities from other businesses and funders. • To provide technical liaison between food and drink manufacturing businesses and specialist including partner organisations. • To liaise with all compliance / enforcement agencies, e.g. EHO, Trading Standards, FSA, encouraging businesses to take a proactive approach to these organisations. • Relationship management with all clients and customers. • To link and have a close working relationship with Local Authorities, food groups and organisations that will add to our support offer and signposting to support. • Regular liaison particularly with Technical and Product Development colleagues to ensure consistent approach to business engagement and support.
Others	<ul style="list-style-type: none"> • Complying with Data Protection regulations at all time. • Ensure informed and up to date regarding legislative and food management standards and good practice including labelling and compliance. • Work towards objectives and targets, as identified through annual appraisals, team and individual work plans the Performance Management process. • Demonstrate action toward the Forum’s equality policy and actively promote and adhere to all policies.



Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and you may be required to perform other duties as required. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The Food and drink Forum will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. All employees who are in contact with children will be required to apply for a Disclosure.

Confirmation of Acceptance	
Signature:	Date of Signing:
Name of Appointee:	Date of Appointment:



PART 3 - PERSON SPECIFICATION

QUALIFICATION REQUIREMENTS	Essential / Desirable / N/A
BSc Food science (or equivalent)	Essential
HACCP Level 3 & 4	Essential
SKILLS, KNOWLEDGE & EXPERIENCE	Essential / Desirable / N/A
Food Manufacturing technical production experience	Essential
Quality systems, audit, standard operating procedures and policies	Essential
Lead Auditor	Desirable
Awareness and use of national industry standards (BRCSG / SALSA) with an expectation to become a SALSA Auditor and Mentor.	Essential
Food Manufacturing technical NPD experience	Desirable
Varied industry experience including dairy processing	Desirable
Compilation of Standard Operating Procedures and Policies	Essential
Presentation skills verbal and visual	Essential
Project documentation and file management	Essential
Income generation / commercialisation	Desirable
Partnership Working / Networking	Desirable
SME's Business engagement	Desirable
Contract Management and Reporting Experience	Desirable
Legal: terms & conditions, contracts, GDPR, confidentiality, regulations.	Desirable
Train the Trainer experience	Desirable
Awareness of sustainability in food and drink manufacturing	Desirable
Health & Safety awareness	Essential
Administration:	Essential / Desirable / N/A
Time / diary management,	Essential
Customer account management, project documentation and file management	Desirable
Proficiency in IT, Databases, All MS office [Excel, Word, Outlook, Teams etc].	Essential

