

Job Description

Job Title TECHNICAL MANAGER

Job Purpose:

To control and develop all processes associated with both the quality and safety of Bon Bon's products.

To ensure that the day-to-day operations of the business run in accordance to current Food Safety and Hygiene legislation and that the company's promises to its retail customers in this regard are met in full.

To ensure that all Customer Complaint procedures and Traceability protocols associated with the business are both observed and implemented in full.

To maintain and develop robust working practices between the company and its suppliers through a process of supplier approval, product specification and the full investigation of quality issues as they arise.

To develop the Bon Bon's Environmental policy, steering the company towards products and packaging that reduces the carbon footprint of the business.

Reports to:

Operations Manager

Liaises with:

Packing Hall Manager, NPD Coordinator, Operations Support Supervisor, Supply Chain Manager, Production Feed Supervisor.

Key areas of responsibility:

- Manages the **Quality Assurance Department**. Ensures that all company **QA measures** are communicated, implemented and enforced in a **constructive** and **pro-active manner**.
- **SALSA** – Manages the SALSA files and is first point of contact in connection with **Annual Audits** and internal **Food Safety procedures**.
- Controls the **Product Specification library** and determines the **Ingredient Labelling protocols** that are subsequently applied in relation to Bon Bon's products. **Stress Tests** said procedures.
- Supports the **New Product Department (NPD)** by providing the technical knowledge required to launch new ranges. Acquires new product specifications and advises re shelf life and ingredients.
- Investigates instances of **defective bulk stock & packaging** and determines whether it can be used. Raises issues with suppliers and finds **pragmatic solutions** to meet Operational requirements.
- Controls the **Supplier Approval** process. Authorises new suppliers and conducts **annual reviews** for existing confectionery and packaging suppliers.

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Key areas of responsibility (cont):

- Maintains **clear and effective channels of communication** between Bon Bon's and the technical departments of our suppliers. Communicates the company's requirements and expectations.
- Manages and controls the **Customer Complaints** procedure. **Investigates**, involving suppliers where necessary, **and replies** timeously. Identifies **trends** and ensures **traceability** protocols are maintained.
- Manages the annual **Packaging & Waste return** with the view to reducing our carbon footprint.
- In conjunction with our packaging suppliers, seeks to introduce **environmentally friendly packaging** alternatives as and when the opportunity arises.
- In conjunction with our confectionery suppliers, seeks to **eliminate the use of unsustainable Palm Oil** from our product range.

Key Outputs:

- Bon Bon's Packing Hall Quality Control procedures.
- SALSA Procedure library and files.
- SALSA Audit.
- Allergen Risk Assessment (including Allergen library)
- Bon Bon's Product Specification library.
- Defective Product log.
- Supplier Authorisation process and Supplier Questionnaire library.
- Customer Complaint log (includes Supplier responses and Subsequent Actions).
- Annual Packaging & Waste Return.

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Person Specification:

- **Technical Knowledge.** Has comprehensive knowledge of current Food Safety and Labelling legislation.
- Has experience of the **Safe and Local Supplier Approval (SALSA)**.
- Is well versed in dealing with Suppliers, **agreeing standards** and **holding suppliers to them**.
- **The ability to communicate, instruct, coach and develop team members.** A confident and assertive speaker & writer who is able to convey requirements, ideas and standards clearly and concisely.
- **An ambassador of company vision and values.** "Outperforms the norm" both in their own personal values, performance and attitude to work. Understands and recognises the importance that their own actions have on the performance of the team.

Time Specification:

- 15%** Planning, Directing & Controlling the in-house Quality Control process. Monitoring performance and resolving issues as they arise. Coaching packing staff and assisting with the Induction of new employees. Compiling statistics on all quality packing issues.
- 15%** Interacting with both Confectionery and Packaging suppliers. Acquiring and reviewing product specifications. Reacting to & the investigation of supply defects. Supplier visits and the conducting of the Supplier Approval process.
- 15%** Dealing with Customer complaints and investigating the issues raised. Contacting customers and resolving issues in a timely and respectful manner. Identifying trends and presenting any recommendations to the company.
- 15%** Controlling in-house Labelling protocols. Acquiring & reviewing Product Specifications and ensuring that Bon Bon's labels meet legal requirements. Checking that Allergens are correctly identified and that the Allergen Risk Assessment is kept up to date.
- 15%** SALSA. Consistently monitoring performance to ensure that all SALSA standards are maintained. Reviewing and Auditing agreed working practices and 'Stress Testing' where appropriate. Conducting the annual SALSA audit and implementing all findings.
- 15%** New Product Development (NPD). Attending NPD meetings and providing the technical expertise needed to both review and approve new products / ranges. Will provide data and shelf life, allergens, packaging etc as part of the NPD process.
- 10%** Exploring avenues by which Bon Bon's might be able to reduce its carbon footprint. Completes the Annual Packaging return.

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Additional Responsibilities:

- **Deputises for the Supply Chain Manager**
Is the second point of contact re the Ordering of Supplies;
 - Understands Weekly Ordering process
 - Understands Packing Hall Feed process
 - Resolves any issues with Supplies and their Deliveries in the SCM's absence

- **Exchequer**
Will become, after training, one of the main points of contact re Exchequer.

- **Building**
Will become a company key-holder.