

DELIVERING BUSINESS SUCCESS THROUGH OUR PEOPLE



Role Profile

Job Title	Technical Systems Manager	Evaluated Job Grade Weekly / Monthly / Manager / Snr Manager / Director / Exec	Perm
Line Manager	Technical Manager	No of direct reports	2-3
Job Family / Department	Technical	Division	Added Value

Purpose / Added Value:

To develop and maintain site Quality Management System to ensure compliance to codes of practice, best practice guidance, regulatory and legislative requirements are met. Deputizing for Technical Manager (as required), leading the Technical Systems function and working collaboratively with the Quality Manager, QA and other functions.

Key Accountabilities:

- To build on the site QMS/FSQMS to provide a robust, practical and reliable platform of conformity that supports all operations.
- Management of KPI trending and performance improvement plans – utilizing LEAN initiatives and problem solving tools to implement sustainable change management.
- To support and utilise the Pilgrims Europe supplier assurance and raw material risk assessment and approval systems
- To review, establish and manage an internal audit schedule that delivers compliance with legislative, BRC, group technical and customer policy requirements.
- Review and maintain a robust system to record and close out corrective actions arising from internal audits.
- Ensure compliance of new processes and products within the HACCP system.
- Document the validation of the QMS within the operations.
- Gain a thorough understanding of current Pilgrims Europe computer systems (e.g. SAP, Innova) and how they could best be utilised by the technical function.
- Participate in the investigation and documentation of CAPA plans to non-conformities found internally, secondary or Third Party audits.
- Liaise with customers/third parties for any issues relating to technical systems.
- Be involved in all external audits and group technical audits.
- To support in customer complaints investigations and responses to the customer.
- Provide support for the technical systems team, showing leadership and support for team development.
- Provide support and coaching to Apprentices / Placement Students where appropriate.
- To deputise for Technical Manager, working closely and providing support to the QA Manager.
- Undertake projects and trials as directed, supporting the technical development.
- The job holder has a responsibility to create a culture of awareness of, and commitment to the highest standards of food quality, safety & legality and as such they must lead by example.
- The job holder is responsible for actively encouraging all staff to immediately report any quality or food safety issues, assign reward for doing so (using the STAR Awards process) and must be seen to take visible action and give feedback to the reportee on actions taken to address the raised issue.
- The job holder will be required to support the site food safety and quality management systems through active engagement in the site HACCP team, internal and external audit programmes and the proactive use of the internal/external system.

- The job holder shall attend the necessary meetings and send a deputy in their place when they cannot attend. They shall be involved in achieving the clauses in the departmental pillar books and the management pillar books.

Skills & Knowledge

- Have the confidence and professionalism to work in this customer and auditor facing role.
- Adopts a hands-on approach, fully recognizing and a proactive presence in production areas is a requirement of this role.
- Similar experience such as a QAM / Technical Services / Auditor role within a food manufacturing business is a must for this role.
- Comfortable and knowledgeable on food manufacturing operations.
- Be Lead Auditor trained, or of this calibre with aspiration for Lead Auditor.
- Influence/relationship builder – able to achieve objectives through building effective relationships with others / other departments.
- Confident/Assertive – has strength of personality to drive others to delivery or challenge standards/situations.
- Team player, able to work effectively within a team
- Strong IT, trending and analytical skills

Qualifications [Accredited]

- Relevant degree, or equivalent experience demonstrating technical awareness.
- Food Safety Level 4
- HACCP Level 3
- Internal Auditing Certification

Value	Definition	Behaviours/Attitudes
Determination	<ul style="list-style-type: none"> Relentless, delivers superior results and honours commitments. Makes things happen, seeks alternatives to problems and engages people to achieve a common goal. Has a sense of urgency, an ownership attitude and never gives up. 	<ul style="list-style-type: none"> Highly energetic, relentless, has the attitude of an owner, works hard, passionate, focused, hands-on, proactive, strong-willed, motivated, persistent and has a sense of urgency.
Simplicity	<ul style="list-style-type: none"> Makes things happen in a simple and practical way, hands-on, gets right to the point, simplifies and avoids bureaucracy. 	<ul style="list-style-type: none"> Adopts a simple approach, uses logical reasoning and does not complicate things. Practical, agile, focused on what is important, objective and hands-on.
Availability	<ul style="list-style-type: none"> Receptive, open, available, ready every day and every hour and always prepared. Open to new ideas and to change, motivated to take on new challenges. 	<ul style="list-style-type: none"> Flexible, receptive, accessible, cooperative, displays a servant attitude and always ready.
Humility	<ul style="list-style-type: none"> Listens, helpful, thoughtful, considers the opinions of others, recognises that no matter who did it – it is a team accomplishment. Not embarrassed to ask questions or say, “I don’t know.” Not arrogant or conceited. Acts with respect. Does not worry about status and does not think that they know everything. Prioritizes “we” over “I”. 	<ul style="list-style-type: none"> Not arrogant, acts with respect, not self-righteous, prioritises the team over self, does not care about status, does not think that they know everything, always open to learn, modest, not vain and values the opinion of others.
Sincerity	<ul style="list-style-type: none"> Direct, sincere, truthful, transparent, always respectful, has a positive attitude, builds valuable relationships and welcomes people. True to themselves, expresses an opinion even when contrary to the views of others. Knows how to say no. 	<ul style="list-style-type: none"> Communicates clearly, honest, sincere, direct, transparent and positive. Not afraid to express an opinion, respectful, knows how to say no, welcomes people, adds value, does not listen to or encourage gossip, speaks their mind and does not backstab. Not ashamed to say, “I don’t know”.
Discipline	<ul style="list-style-type: none"> Honours deals, punctual and fulfills commitments. Performs tasks in a disciplined manner. Focused, pragmatic, and optimizes time, activities and resources. Delivers results and does not create justifications or make excuses. 	<ul style="list-style-type: none"> Detail-orientated, perfectionist, plans, prioritises, not superficial or shallow, seeks a deep understanding of things, gets things right and honours deals. Punctual, organized, focused, pragmatic, does not make up justifications or excuses and delivers results.
Ownership	<ul style="list-style-type: none"> Committed to results, has a deep understanding of the details and sees the big picture. Acts with determination, discipline and focuses on details. Hands-on, always seeks to be the best in what they do and never gives up. Always available and sets an example. Takes responsibility, does not accept when something does not work well and has a passion to improve what is not correct. Attentive to costs and details and engaged in the organization’s culture. 	<ul style="list-style-type: none"> Highly energetic, committed and focused on details and results. Disciplined, creative, flexible, passionate about their work, and sees the big picture. Persistent, visionary, and passionate about improving what is not correct. Perfectionist, determined, hands-on and seeks to be the best in all that they do.

Our Vision, Strategy, Method and Values



Our foundation & our strength is in our values

- DETERMINATION
- SIMPLICITY
- AVAILABILITY
- HUMILITY
- SINCERTY
- DISCIPLINE
- OWNERSHIP