

Job description	
<b>Title</b>	<b>Technical Manager/Auditor</b>
<b>Location</b>	Home working with regular time in the office
<b>Hours of work</b>	7.5 hours daily
<b>Reporting to</b>	Director of Technical Services
<b>Responsible for</b>	N/A
<b>Purpose of the role</b>	Technical Account Manager for Greene King and Auditor
<b>Key duties, responsibilities and objectives</b>	<p><b>Service delivery</b></p> <ol style="list-style-type: none"> <li>1. Technical Account Manager for Greene King for day-to-day queries, troubleshooting audits as well as top level reporting.</li> <li>2. Out of hours contact for Greene King for food safety issues like recalls.</li> <li>3. Provide technical consultancy to clients in relation to food safety, quality and legality.</li> <li>4. Keep up to date with latest BRCGS standard requirements for Food, Storage and Distribution, Agents and Brokers and BRC Start. To be able to advise and implement these standards to clients.</li> <li>5. Preparation for audits, including familiarising yourself with product categories, i.e. animal welfare, company information, industry processes.</li> <li>6. Responsible for writing procedures, HACCP systems &amp; plans, codes of practice, bespoke audit standards, Quality Management Systems, audit reports and corrective action reports.</li> <li>7. Conduct audits as necessary.</li> <li>8. Carry out Competency in understanding, implementing and advising in all matters with regards to UK and EU Food Legislation and Industry Best Practice where applicable.</li> </ol> <p><b>Client relationships</b></p> <ol style="list-style-type: none"> <li>9. Help deliver supply chain services i.e. gap analysis work, audits, troubleshooting visits.</li> <li>10. Build strong client relationships to ensure they receive technical management services to a high standard.</li> <li>11. Regular catch-up meetings with clients to ensure it's a seamless relationship.</li> <li>12. Ensure clients are kept up to date with latest legislation.</li> <li>13. Identifying and mitigating risks for clients.</li> <li>14. Provide regular updates to the Director of Technical Services.</li> </ol> <p><b>Team</b></p> <ol style="list-style-type: none"> <li>15. Working with Supply Chain Manager and support other internal teams as and when required.</li> <li>16. Provide regular updates to the Director of Technical Services.</li> </ol>

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<b>Version</b>	1	<b>Completed by</b>	Nita Patel

Person specification	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Have auditing experience to carry out troubleshooting visits for Greene King and any other client audits as and when required.</li> <li>• Technical management/BRCGS experience</li> <li>• Auditing at all levels</li> <li>• Level 4 Food Safety</li> <li>• HACCP Level 4</li> <li>• Lead Assessor Level 4</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>• Have a technical manufacturing background and understand the requirements of BRCGS standards, SALSA and other GFSI standards</li> <li>• Excellent people management skills, with the ability to motivate and lead others.</li> <li>• Excellent organisational skills and the ability to manage own time effectively.</li> <li>• Attention to detail.</li> <li>• Strong interpersonal skills and the ability to build long lasting relationships.</li> <li>• Approachable and good listener/people person.</li> <li>• Ability to identify issues and implement corrective action.</li> <li>• Positive, can-do attitude</li> <li>• Ability to work through challenges and resolve issues</li> <li>• Team player who will step in and assist others when necessary</li> </ul>

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