

Job Title	- Technical Manager
Location	- Gadsby’s Bakery, Southwell
Hours	- 40 hours per week, worked over 5 days
Reports to	- Trading Manager
Responsible for:	- Technical/QA team
Benefits	<ul style="list-style-type: none"> - 30 days annual leave including bank holidays - Discretionary colleague bonus twice yearly - Pension contribution of up to 12% of salary - Colleague discount across our family of businesses - Employees Association membership for a small monthly contribution
Organisation Background	<p>In 2012, Lincolnshire Co-op took over full ownership of Gadsby’s Bakery in Southwell to continue supplying our customers with locally baked, fresh goods.</p> <p>Gadsby’s produce over 125 different product lines, including traditional and continental breads, delicious cream cakes, pastries, and confectionary. The team produce, pack and deliver more than 5 million items a year, across six days a week, to meet the demand of our customers. They are a very popular brand within Lincolnshire Co-op’s Love Local range and also supply products to other businesses including Co-op Group stores and even Center Parcs!</p> <p>Our purpose is ‘Bringing together ideas, energy and resources to make life better in our communities.’, so together we:</p> <ul style="list-style-type: none"> - Provide and support valued services. - Care for our health and well-being. - Support the local economy. - Look after our local environment.

Scope and Purpose

- To manage, maintain and develop food safety and quality assurance standards.
- To identify opportunities to continuously improve ways of working.
- To ensure all products comply with the required safety standards alongside customer expectations.
- To maintain practical working systems and compliance with regulatory standards.

Duties and Responsibilities

- To ensure the operational process and production of finished products are appropriately controlled in line with HACCP management systems.
- To review and maintain all quality management processes and procedures in line with legal and customer requirements.
- Assist with the development of a 'quality culture' that all bakery colleagues adhere to.
- Provide coaching and support to make sure all bakery colleagues understand how their role contributes towards ongoing quality and safety.
- Carry out documented hygiene audits and ensure any non-compliances are logged and investigated thoroughly.
- Perform complaint investigations when raised either internally or externally, taking appropriate remedial action to bring processes back under control.
- Prepare the site and colleagues for external audits, lead customer audits and provide technical expertise during site visits.
- Keep up to date with any changes to food safety legislation and understand where to find such information.
- Implement new legislation, ensuring colleagues are provided with any necessary information and training.

Relationships

- Trading Manager.
- Key internal relationships include Office Manager, Production Manager and Health and Safety.
- External advisors, including but not limited to:
 - o Local Authority inspectors.
 - o Food supplier accreditation advisors.
 - o Industry experts for hygiene and pest control.
- A wide range of internal and external contacts, networks and collaborative partnerships.

Key Skills and Experience

- HACCP level 3 qualification as a minimum, however level 4 is desirable.
- Previous quality assurance/technical experience within the food industry.
- Previous leadership experience in a fast-paced environment.
- Excellent knowledge of food safety requirements, standards and legislation.
- Experience in managing non-compliance, complaints handling and completing written reports.
- Previous experience of implementing improvements regarding food safety and quality standards.
- A full understanding of the use of Microsoft Office 365 applications.
- Strong written and verbal communication skills.

Personal Qualities

- Driven, committed and results-orientated.
- Prepared to lead by example and coach others to develop team knowledge and understanding.
- Able to motivate and organise others by taking an inspirational and influential approach.
- Ability to work under pressure and meet tight deadlines.
- Show a strong attention to detail in all elements of working practice.
- Communicate effectively at all levels.