

## Technical Manager

<p><b>Location:</b> Bracknell, with blended working</p>	<p><b>Profession:</b> Quality &amp; Technical</p>
<p><b>Reports to:</b> Category Technical Manager</p>	
<p><b>People Management: May have direct reports: Technologist</b> <b>Assignment Management: N/A</b></p>	
<p><b>Job description (critical purpose)</b></p> <p>Manage product and supplier performance in order to ensure compliance to Waitrose quality, safety, legality and integrity and all relevant Brand standards for categories of higher complexity or size to reflect the level of experience of the Technical Manager.</p> <p>Deliver the Own Brand Product Plan for the category by supporting the technical elements of all approved projects, and project managing those assigned to technical.</p> <p>You will operate in a collaborative matrix way of working across Quality &amp; Technical, Regulatory, Policy &amp; Compliance, Product Innovation, CPG Trading, Marketing, Customer Services, Retail and Ethics &amp; Sustainability to deliver shared KPIs</p> <p>Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.</p> <p>The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.</p> <p>We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.</p>	
<p><b>Primary Outcomes &amp; Accountabilities</b></p> <p>Identify opportunities for technical innovation &amp; process optimisation across product ranges and supply chains to create growth and efficiency, improve brand equity and drive best practice.</p> <p>Develop and maintain robust internal &amp; external networks in order to influence development of standards relevant to own category and to maintain manufacturing knowledge and drive best practice in supply base.</p> <p>Manage and develop the technical relationship with Waitrose suppliers and identify product or supplier risks within the Category Trading area, establish root causes and develop technical improvement plans to mitigate.</p> <p>Implement the onboarding and approving of new suppliers in line with Waitrose Technical standards.</p> <p>Ensure accurate and compliant supplier and site information and product information to the required standard on all applicable systems.</p> <p>Contribute to the development of appropriate technical, legal and brand strategies, policies and standards, in collaboration with Regulation, Policy &amp; Compliance and other relevant teams.</p>	<p><b>Measures of success</b></p> <p>Quality food Net promoter Score (NPS) targets as part of broader Commercial function</p> <p>Product Ratings &amp; Reviews average of &gt;4.4*met</p> <p>Year on year category complaints targets met</p> <p>On time compliance to Brand and Tender Plan critical path</p> <p>Compliance of product area KPIs</p> <p>Accurate &amp; on time delivery of established objectives</p>

<p>Lead product incidents for Own Label lines, with required follow up activity.</p> <p>Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.</p> <p>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.</p> <p>Set the tone, context and outcomes for the team with the voice of the customer at the heart.</p> <p>Enable the conditions for Partner opinion to be heard and acted upon.</p> <p>Engage and lead Partners in delivering and embedding change consistently and effectively.</p> <p>Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession</p> <p>Take responsibility for actively engaging with change</p>	
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<b>Skills</b>	
Agile Leadership	Appreciates and embraces change, addressing ambiguous or uncertain situations directly; easily adapts to changing circumstances/demands and helps others to accept the unknown
Business Strategy	Thinks for the long term whilst making sense of the current climate. Cuts through any issues in order to reach the defined goal and ensures continued alignment to current business objectives. Puts these strategies in place for peers and team and in doing so, creates a culture where everyone contributes
Continuous Improvement	Thinks boldly and sees issues and opportunities from all angles and multiple perspectives, even the unprecedented to draw out meaning and connections and make recommendations to adjust strategy and outcomes as a result. Generates a number of workable options and overcomes barriers to finding solutions
Decision making/Prioritisation	Identifies the issue/opportunity, then gathers the relevant information and alternative viewpoints to form options and evaluates to drive an informed outcome
Influencing stakeholders	Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach a win-win outcome. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions

**The six Assessment Criteria for Resourcing most relevant to this role are:** *(Identify the capabilities through role design. Note that the first two are applicable to all roles).*

- Customer & Performance Focus (**ALL**)
- Empowered Partner (**ALL**)
- Planning & Delivering Excellence
- Collaborating & Supporting
- Agility & Resilience
- Communicating & Influencing

### Qualifications & Experience

Essential:

Degree in food science (or similar) or equivalent experience in Technical within the Food & Grocery industry

HACCP training (Level 3), Lead Assessor

At least 5 years Technical experience within the food or non food industry

Supplier management and technical development

Passion for product and quality

Training:

Specialist training e.g allergens, microbiology, pesticide management, cosmetics regulations, specification management and product labelling legal requirements

Desirable

Additional specialist qualifications in specific category or product areas as required

<b>Version</b>	<b>Created/updated by</b>	<b>Date</b>
1.0	Paul Rust	08/12/2021

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

<b>Partnership Level: Manager's Partnership level:</b>
<b>Job Family Group:</b>
<b>Job Family:</b>
<b>Pay range/Compensation Grade Profile:</b>

<b>Vetting required? (Yes or No)</b> <ul style="list-style-type: none"><li>• No</li></ul>
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