

Technical Manager (Leckford, Waitrose Farm)

Location: Leckford & Bracknell, with blended working	Profession: Quality, Regulatory & Technical
Reports to: Food Safety and Compliance Manager	
People Management: TBC Assignment Management: N/A	
Job description (critical purpose) Lead all Quality & Technical activities to ensure Leckford Estate, the Waitrose Farm, produces and retails food that adheres to all appropriate Assurance Schemes, meets all statutory regulations & complies with Waitrose Technical policies Lead Leckford Estate, the Waitrose Farm QMS Technical Management and Development ensuring safety & compliance at all times Manage relevant product, supplier & customer performance & relationships in order to ensure compliance to Waitrose quality, safety, legality and integrity, all relevant Brand standards & Commercial targets Deliver technical compliance projects to continuously improve ways of working at the Leckford Farm Estate. You will operate in a collaborative matrix way of working across Leckford, Quality, Food Safety& Compliance, Regulatory & Technical, Product Innovation, CPG Trading, Marketing, Customer Services, Retail and Ethics & Sustainability to deliver shared KPIs Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential. 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. 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.	
Primary Outcomes & Accountabilities Lead The Waitrose Farm, Quality & Technical activities Accountable for the delivery and development of the Quality Management System (QMS) ensuring delivery of safety, quality, legality and policy requirements Accountable for Leckford Quality and Technical (operational standards and business culture) to ensure the consistent delivery of food quality, safety & legality across all production, packing and laboratory activities - Processing Dairy (including the laboratory) - Oilseed Processing - Farming (co-manufacturer for Brut, Cider, Apple Juice and Flour)	Measures of success Compliance with Waitrose supplier protocols, product specifications & KPI's. Recall/withdrawals (target zero). Customer complaints within targets agreed Control of CCPs & HACCP management Maintain or improve audit status - BRC, Lab Accreditation, Red Tractor, Internal Audit Due diligence requirements met in full - legal compliance, accurate records, hygiene standards Operational resilience - Cost Control, Corrective Action plans, Root Cause

Ensure compliance with all legislation relating to food safety, health and safety and all HACCP and Technical Controls ensuring all Partners are aware of their responsibilities Identify future legislative requirements and maintain and implement Estate Technical policy ensuring the Estate can demonstrate full compliance for all food processing and farming activities (eg BRC, Red Tractor, Soil Association, LabTrust, Waitrose Supplier Technical Standard) Manage and maintain the Dairy processing laboratory to be compliant with the LabTrust standard. Ensure the laboratory activities are completed to a high standard to maintain the integrity of the laboratory. Demonstrate competence by maintaining proficiency test results in Microbiological and Chemical activities performed in the laboratory Develop and maintain robust internal & external networks in order to influence development of appropriate technical, legal, innovation and brand strategies, policies and standards relevant to own category and to develop manufacturing knowledge, process optimisation and drive best practice Ensure full delivery of Waitrose Technical standards and manage the quality, safety and legal aspects of New Product Development (NPD) ensuring Technical compliance for any operational changes Lead Ethical audits for food processing, farming and co-manufacturer Manage the audit processes and report on the performance of relevant departments to ensure effective ongoing supply and delivery of quality, safe and legal products 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. Implement the onboarding and approving of new suppliers in line with Waitrose Technical standards. Ensure accurate and compliant supplier and site information and product information to the required standard on all applicable systems. Lead product incidents for Own Label lines, with required follow up activity. 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. 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	Analysis, Escalation as appropriate Timely expert input into the wider team and business Quality food Net promoter Score (NPS) targets as part of broader Commercial function Product Ratings & Reviews average of >4.4*met On time compliance to Brand and Tender Plan critical path Accurate & on time delivery of established objectives
--	--

Take responsibility for actively engaging with change	
---	--

Skills**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

-

Qualifications & Experience**Essential:**

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

Technical, manufacturing experience within the food industry

Supplier Management & Technical Development

Passion for product and quality

Driving Licence

Training:

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

Desirable

Additional specialist qualifications in specific category or product areas as required

HACCP training (Level 3), Lead Assessor

<i>Version</i>	<i>Created/updated by</i>	<i>Date</i>
<i>1.0</i>	<i>Gaynor Stokes</i>	<i>16/02/2024</i>
<i>2.0</i>	<i>Gaynor Stokes</i>	<i>30/04/2025</i>
<i>3.0</i>	<i>Anna Knott</i>	<i>13/10/2026</i>