**ROLE PROFILE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role Title** | **Technical Manager** | **Location** | **London** |
| **Business Unit** | **Buying** | **Job Family** |  |
| **Reports to Role Title** | **Head of Technical** | **Sub Family** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **PURPOSE** | | | |
| The technical manager role will manage our supply base to ensure that it meets the Matthew Clark / Bibendum (MCB) food safety, quality and authenticity requirements. The role will support our customers by delivering best in class technical support, and by ensuring excellent due diligence procedures, the C and C Group will inspire confidence in both customers and suppliers, proving we strive for technical excellence and can be trusted as a preferred partner. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| • Management of supplier relationships  • Auditing of suppliers against associated policies and code of practices  • Management of customer relationships, ensuring that we are the partner of choice for our customers  • Approval of specifications  • Incident management  • Proactive process implementation  • Provide advice on specifications, oenological additives and other legal aspects of wine making, bottling and  labelling, to suppliers, customers and colleagues.  • Providing advice and sign off on legal label requirements  • Organise, prepare and attend regular review meetings with customers when required.  • To support the MCB due diligence defence through expert understanding of relevant legislation and its  impact on the supply chain.  • Management of the MCB sampling and testing programme | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | |
| **Internal:**   * Buying Team * All Sales Teams * Finance * Supply Chain   **External:**   * All Wine Suppliers * Customers * Bottlers etc | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **Essential:**   * Experience and understanding of the technical nature of wine production * Experience and understanding of the technical aspects of wine bottling * Indepth understanding and knowledge of HACCP and food safety * Experience of working with UK retailers * Understanding of fraud risks within the supply chains   **Preferred:**   * Understanding of wine chemistry * Unknowledge of GB food safety and wine legislation * Understanding of SEDEX and ethical standards * Working within and developing a quality management system | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | |
| **Essential:**   * BRC Lead assessor * HACCP Level 3 or above * WSET Level 3 * Food Technology qualification   **Preferred:**   * WSET Diploma * Degree qualification in science | | | |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |
| **Essential:**   * Excellent communicator * Calm and supportive planning skills * A good team player * Time management skills * Patience when working with others whose English is their second language.   **Preferred:** | | | |
| **BUSINESS SPECIFIC REQUIREMENTS (Optional Section)** | | | |
|  | | | |
| **Values** | | | |
| *Customer First – identifying what our internal and external customers what they want is why we are here. we focus our efforts on the things they value most**Forward focused – we continually look for ways to improve. we embrace change and innovation. we anticipate and act on future opportunities**Relationship builders – we understand and respect our colleagues, our customers and suppliers. we work as one team and support each other**Committed - we always strive to be the very best we can, exceeding expectations and going the extra mile when it’s needed**Empowered - we take ownership of our work and are confident in making the right decisions for our customers and for our business**Insightful - we use our unrivalled industry insight to make a positive difference for our customers and our business* | | | |
| **OPERATING ENVIRONMENT & CONTEXT:**  The role will act as a brudge between suppliers and customers ensuring that we add value and expertise to both elements of the supply chain. Working with the buying team, suppliers will be required to be approved to ensure that quality, food safety and legislation requirements are met at all times. Quick reactivity will be required when ad hoc customer requests are made.  **TRAVEL & OTHER REQUIREMENTS**  Role involves flexible working hours and travel in the UK and/or abroad when required. | | | |
| **ROLE DIMENSIONS** | | | |
| No of Direct Reports | 0 | Financial Impact (Direct) | None |
| Total Team Size | 0 | Financial Impact (Indirect) | None |
| No of Locations | 1 | Other/ People Manager (yes/ no) | No |

Back Office Use only:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |