Dairy Technical Manager

Dairy quality and laboratory

Job title	Dairy Technical Manager
Department	Dairy quality and laboratory
Reports to	General Manager Operations
Direct reports	Technical Specialist
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Leads technical and process development at a dairy processing site, supporting product development, process improvement, regulatory compliance and customer technical queries. Gives the operations leadership clear technical analysis and advice, and manages a small technical team.

Key responsibilities

Technical and process development

- Provide scientific support for new and existing product development and process changes
- Lead factory scale-up trials for new value-added products and hand them over to production
- Give production teams insight on yields, process efficiency and losses
- Lead process and continuous improvement projects across the plant
- Track new technologies and advise on those that could improve performance

Compliance and food safety

- Make sure SOPs and technical documents are validated, approved and controlled
- Support regulatory programmes, including export market access requirements
- Keep the food safety plan for branded products current and compliant
- Support raw material control and supplier assurance
- Manage technical non-conformances and corrective and preventive actions
- Lead the response to incidents of a technical nature

Customer and brand support

- Answer product enquiries and give technical support to customers
- Investigate complaints and keep complaint records
- Make sure branded products made by co-manufacturers stay within specification
- Keep regulatory and labelling files for branded products current

Reporting and business planning

- Prepare technical and management system reports for senior leaders

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- Help set, monitor and report on labour and material budgets and targets
- Contribute to the operations business plan and assist with site management and reporting
- Represent the company at external technical forums

People and relationships

- Lead, train and develop the technical team
- Run staff inductions and supervise staff doing routine testing and checks
- Make sure staff understand and follow food safety and statutory requirements
- Build strong relationships with regulators, shareholders and community stakeholders

Qualifications and experience

Essential

- Degree in food science, dairy science, chemical engineering or a related technical subject
- Experience in process or technology development in food or dairy manufacturing
- Proven technical management experience in fast-moving consumer goods
- Good knowledge of food regulatory and compliance requirements
- Experience leading continuous improvement
- Experience managing technical staff

Desirable

- Experience of export market access requirements for dairy products
- Experience supporting new product scale-up
- Lean or Six Sigma training
- Experience working with diverse shareholder and community groups

Skills and attributes

- Technical analysis and problem solving
- Clear report writing and presentation
- Project management
- Relationship building with regulators and stakeholders
- Coaching and team leadership
- Attention to detail in documentation

Measures of success

- Regulatory and audit compliance
- Process improvements delivered and savings achieved
- New products scaled up successfully
- Technical non-conformances closed on time
- Customer complaint response times
- Quality and timeliness of reports

Working conditions and safety

Site-based role covering offices and production areas, with PPE and hygiene rules in force. Safety-sensitive role that may involve drug and alcohol testing, with occasional travel to external forums, regulators and co-manufacturers.

- Follow health and safety rules and safe systems of work, and wear the correct PPE
- Follow food safety, hygiene, HACCP and quality procedures at all times

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- Report hazards, accidents, near misses and concerns promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

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