Milk Procurement Officer

Procurement, supply chain and logistics

Job title	Milk Procurement Officer
Department	Procurement, supply chain and logistics
Reports to	Milk Procurement Manager or Milk Supply Manager
Direct reports	None
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Works in the field with dairy farmers and milk collection centres to secure a reliable supply of good-quality milk. Recruits and supports suppliers, resolves quality and payment queries, oversees collection routes and chilling centres, and advises farmers on hygiene, farm standards and yields. Works with smallholder suppliers and commercial farms alike.

Key responsibilities

Farmer recruitment and relations

- Recruit new milk suppliers, including smallholder groups, co-operatives and commercial farms
- Explain supply terms, milk price, quality payments and collection arrangements to farmers
- Visit suppliers regularly to build loyalty and keep milk volumes stable
- Gather information on competitor milk prices, offers and supplier intentions in the area
- Organise farmer meetings, field days and group training sessions

Milk quality and testing

- Oversee sampling and testing for fat, protein, bacteria, somatic cells, residues and adulteration
- Check that testing equipment at collection points is calibrated, clean and used correctly
- Follow up rejected or low-quality milk with the farmer and agree corrective actions
- Investigate antibiotic residue and adulteration cases in line with company procedure
- Share quality results with farmers and the quality assurance team

Payments and supplier queries

- Check that milk volumes and quality results are recorded accurately for payment
- Resolve farmer queries on volumes, quality deductions, bonuses and payment dates
- Explain the milk price and quality payment scheme in clear, simple terms
- Escalate disputed payments to the milk accounts team with supporting evidence
- Help farmers access inputs, credit or services where the company offers them

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Collection routes and chilling centres

- Review collection routes with the logistics team to cut the time from milking to chilling
- Monitor milk temperatures on farms, at collection centres and on tankers
- Check that chilling centres and bulk tanks are clean, working and maintained
- Coordinate collection centre staff and contracted milk collectors in the area
- Report equipment failures, missed collections and route problems promptly

Farm standards and advice

- Assess farms against company and customer farm assurance standards
- Advise farmers on milking hygiene, equipment cleaning and milk cooling
- Give practical advice on feeding, fodder, water, breeding and herd health to improve yields
- Promote good animal welfare and correct use of antibiotic withdrawal periods
- Encourage practices that cut emissions, protect water and support sustainability goals
- Refer farmers to vets, nutritionists and extension services for specialist advice

Qualifications and experience

Essential

- Diploma or degree in animal science, dairy science, agriculture or a related subject
- Experience working with dairy farmers in milk procurement, extension or farm advisory work
- Practical knowledge of milk quality testing and clean milk production
- Understanding of dairy cow management, feeding and herd health
- Good numeracy for checking volumes, quality results and payments
- Driving licence, as the role involves daily travel to farms and collection centres

Desirable

- Experience with both smallholder supply and commercial farms
- Knowledge of farm assurance schemes and on-farm audit methods
- Ability to speak the languages farmers use in the area
- Experience with mobile data collection or milk accounting systems
- Basic knowledge of milk cooling and refrigeration equipment

Skills and attributes

- Building trust with farmers
- Clear, practical communication and training
- Negotiation and conflict resolution
- Observation and problem solving on farm
- Accurate record keeping
- Self-management and planning of field visits
- Integrity in quality and payment matters

Measures of success

- Milk volume collected against area target
- Number of active suppliers and supplier retention
- Share of milk meeting bacteria, somatic cell and composition standards
- Rejected milk and residue or adulteration cases
- Payment queries resolved within the agreed time

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- Farms meeting company farm standards

Working conditions and safety

Field-based role with daily travel to farms, collection centres and chilling sites, often on rural roads. Early starts to match milking and collection times, with outdoor work in all weathers and farm biosecurity rules in force.

- 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
- 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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