

JOB DESCRIPTION

Technologist



Try to keep this job description to one page but not necessary.

Job Title:	Technologist	Reports to: Technical Manager
Department:	Product and Buying	Location: Witney, Oxfordshire
Direct Reports:	None	
Job Purpose:	<ul style="list-style-type: none"> • Provide technical support to the Technical Manager and wider teams. • Work with suppliers to ensure technical systems are maintained and up to date. • Ensure compliancy of products supplied by Whittard within the UK and overseas. 	
Key Responsibilities:	<p>Complaint Management</p> <ul style="list-style-type: none"> • Log customer complaints, sharing these with manufacturers and following up for root cause analysis and trends. <p>Product Specifications</p> <ul style="list-style-type: none"> • Review and approve product specifications. <p>Product Data Requests</p> <ul style="list-style-type: none"> • Ensure customer and the company technical databases are up to date. • Complete product quality and technical documentation as required. <p>Product Compliancy – UK, EU, International</p> <ul style="list-style-type: none"> • Update the business on current and emerging issues within the industry. • Support the Technical Manager with compliance to international regulations for growing international markets. <p>Deputise for the Technical Manager</p> <ul style="list-style-type: none"> • Deputise for the Technical Manager when required to represent the Company on technical matters. • Support the Technical Manager with supplier management and driving continuous improvement through documentation requests and reviews; assessment of third-party audit documentation; and follow up with any complaints or non-conformances. 	
Key KPIs/Measures	<ul style="list-style-type: none"> • Up to date and accurate specifications for all products within the business. • Supplier non-conformances followed up and closed out accurately and in a timely manner. • Complaints logged and investigated with the supplier. • Trending of complaints completed accurately and reported back to the business. • Safe and compliant products across the UK and overseas markets. 	
Relationships:	<p>Internal: Technical Manager, Buyers, International Team, Merchandisers</p> <p>External: Suppliers, Warehouse, Customers</p>	
Experience / skills / competencies	<ul style="list-style-type: none"> • Experience within a similar Technologist or Technical Assistant role and willing to progress. • Degree qualified in food science or an associated subject. • HACCP level 2 desirable. • Excellent interpersonal and communication skills. • A team player, whilst able to work remotely and manage workload independently. 	

Where the job description and performance review objectives differ, the latter takes precedence.

Whittard 6 values are, we expect all our colleagues to demonstrate these.



Job Title	Version Number 0001	Issue Date:
Whittard HR	Page 1 of 1	Review Date