

Job Title: Customer Technologist
Reporting to: Senior Technical Account Manager
Hours: 8.30am – 5pm Monday – Friday, additional hours including weekend on-call rota as required
Location: Orchard Farm, School Road, Salford Priors
Job Purpose: To exceed our customer's expectations each and every day by delivering excellence in all aspects of NPD, Packaging and Projects

Main duties and responsibilities:

- To support achievement of customer objectives.
- To implement and assist with NPD across the business, covering new packaging, products and trials (shelf-life).
- To create, review, issue and implement SOPs as required
- To report any NPD outcomes, ensuring the wider business is up to date.
- To manage the code sheet process.
- To manage customer artwork signoff processes in a timely manner inclusive of the signoff of first print-runs seasonally for packhouses.
- To support commercial and technical label databases ensuring accuracy of label print information and layout.
- To maintain all updated files of artwork and customer templates
- To develop and maintain appropriate customer relationships which enable Angus becoming the customer's choice for knowledge, opinion, projects and other collaborative innovation.
- To co-ordinate benchmarking samples with the trial site, sourcing and packhouse teams and facilitate sessions.
- To facilitate regular retailer benchmarking for a wider business understanding of the market.
- To participate in internal audits in a timely manner.
- To drive forward technical aspects of other relevant customer projects internally and in collaboration relevant stakeholders as required.
- To be fully collaborative with growers, suppliers, procurement, commercial and packhouses in achieving these objectives.
- To fully participate in the achievement of the Company Strategy via the technical team vision and workplan.
- To proactively participate in individual performance management process, achieving SMART targets and continuous personal developments.
- To undertake any other duty commensurate with the role.
- To actively participate in Next Level Angus workstreams.



Person Specification

	Essential	Desirable	Assessed
Education/ Qualifications			
Minimum A level C or equivalent in maths and English	X		Application
Experience			
Proficiency in Microsoft Office applications	X		Application
Practical experience of packaging, preferably in a Fresh Produce environment	X		Application/Interview
Practical experience of label control software		X	Application / Interview
Experience of dealing with technical aspects of packaging in the food industry		X	Application / interview
Experience of NPD or developmental trials in the food industry		X	Application / interview
Skills			
Effective verbal and written communication skills	X		Application/ Interview/Test
Effective interpersonal skills	X		Application/Interview
Attention to detail and accuracy	X		Application/Interview
Ability to prioritise own workload	X		Application/Test
Ability to use initiative and work as part of a team	X		Application/Interview
Ability to work flexibly outside of normal office hours when required	X		Application/Interview
Ability to travel (occasionally but when required) to sites across the UK	X		Application/Interview
Ability to embed and live ASF Values	X		Application/Interview



Angus Soft Fruits Company Values and Behaviours

With Integrity - we do what we say we will

- We are respectful and understanding of others, always
- We treat people like people and look to help each other
- We honour agreements and develop long term trusting relationships
- We are patient, tolerant and show gratitude to others
- We do the right thing for ourselves and others

Excelling - we always aim high

- We seek to raise the bar in our industry in everything that we do
- We are positive, proactive & fun with ambition and drive
- We set clear targets & we aim to exceed them and even if we don't, we will next time
- We are learners, we develop & inspire our colleagues

With Efficiency - we keep it simple

- We are organised and structured in the way that we work
- We work smarter not harder
- We communicate clearly and concisely
- We get it right first time, everytime
- We avoid unnecessary waste

Innovating - we challenge the status quo

- We are adventurous
- We are brave in trying new ways of working
- We are passionate in the development of new varieties and products
- We lead in the development of new technology

Collaborating - together we go further

- We work together as ONE TEAM to deliver outstanding results
- We actively listen to each other & engage in positive & challenging debate

With Curiosity - we dig deeper

- We explore new opportunities & approaches
- We look at things from other points of view
- We are open minded
- We use creative solutions
- We are eager to learn

