

Job Title: Customer Technologist – NPD, Packaging and Projects
Reporting to: Customer Service Technical Manager
Hours: 8am – 5pm Monday – Friday, additional hours including weekend on-call as required
Location: Salford Priors, England
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 manage all relevant technical areas of NPD such as shelflife trials, developmental trials and packaging trials
- To manage commercial and technical label databases ensuring accuracy of label print information and layout
- To manage customer artwork signoff processes in a timely manner
- To manage signoff of first print-runs seasonally for packhouses in a timely manner
- To maintain updated files of artwork and customer templates which are used as reference points by all sites
- Facilitating retail review and benchmarking tasks
- To drive forward technical aspects of other relevant customer projects internally and in collaboration with the customer and other entities as required
- To manage all aspects of the customer technical and development requirements across the Angus business, by coordinating efforts from all other applicable functions and teams.
- To be fully collaborative with growers, suppliers, procurement, commercial and packhouses in achieving these objectives
- To ensure that Angus become the customer's choice for knowledge, opinion, projects and other collaborative innovation
- To manage all customer systems requiring input of packaging details
- 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.

Person Specification

	Essential	Desirable	Assessed
Education/ Qualifications			
Minimum A level C or equivalent in Maths, English and a relevant science such as Biology or Chemistry	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

Integrity – we do the right thing; we meet industry standards

- Demonstrates an honest, ethical and authentic approach
- Honours agreements and so forms reliable, long term relationships
- Remains polite, courteous and respectful at all times
- Gives and receives objective, constructive feedback
- Trusts the team to deliver results
- Has an open and honest conversation to improve performance when necessary

Exceed – we over deliver

- Sets clear SMART targets and priorities
- Explores opportunities to exploit ASF points of difference
- Ensures colleagues have personal development plans
- Works with customers and colleagues to solve challenges
- Takes a positive approach and focuses on being the best



Efficient – as experts we continuously seek to improve our supply chain processes and costs

- Is organised and does the right thing at the right time
- Communicates clearly and concisely
- Looks to simplify work and make things more efficient
- Keeps commitments made to colleagues and customers
- Avoids unnecessary waste and costs to improve profitability
- Prepares well for meetings, manages the agenda and follows up on actions

Innovate – we develop new varieties and other creative approaches

- Encourages new ideas
- Challenges the status quo
- Understands our market place; customers and consumers
- Encourages people to take a wider view eg by shadowing colleagues in other parts of the business
- Is brave to try new ways of working
- Finds ways to promote the products as part of a healthy lifestyle

Collaborate – we work closely with colleagues, customers and suppliers to build long term relationships

- Treats people like people rather than costs
- Builds meaningful, supportive relationships
- Ensures everyone has clear roles and responsibilities
- Listens and uses appropriate words and body language
- Is positive, motivational and enthusiastic; a good role model
- Presents solutions to problems and challenges
- Works together as One Team to achieve results
- Praises and celebrates successes

