



CAREER OPPORTUNITY

Job Title : Group Technical Manager

Department	Technical
Reporting to	Managing Executive: Manufacturing and Technical
Grade	D3

PURPOSE OF JOB

Entrench and continuously improve the TQM (Total Quality Management) system within Famous Brands as well as driving product and process development for Supply Chain

KEY TASKS AND RESPONSIBILITIES

Responsible for managing the Famous Brands TQM system that supports the Supply Chain of food and packaging products supplied to the Famous Brands network that are safe for the consumer and that meet regulatory and customer requirements through:

- ? Managing Quality Assurance throughout the extended supply chain, including external and internal supplier business units, i.e. SQA (Supplier Quality Assurance) programme
- ? Managing Quality Control throughout the extended supply chain by ensuring that central laboratories output of results are in spec
- ? Implementing, managing and control of the TQM system for all Famous Brands manufacturing business units
- ? Managing the Quality Control (QC) laboratory and test kitchen activities
- ? Providing technical and advisory support to all Famous Brands business units (Brands, Manufacturing and Distribution Centres as required)
- ? Continuously ensure Legislative and Regulatory Compliance of all products supplied to the Famous Brands network
- ? Managing, implementing and delivering the development and integration of new products and processing lines as per the customer and/or development brief
- ? Providing technical support and leading the implementation of new products into the manufacturing system
- ? Identify and leading improvements in terms of consistency and functionality of current products
- ? Leading the introduction of new products into the manufacturing process through a multi-functional team, including Brand Representatives
- ? Leading problem solving to improve value delivery and quality improvement
- ? Managing and leading a department of direct reports
- ? Facilitating on IR and HR needs for the Technical Department
- ? Facilitating monthly/quarterly technical meetings
- ? Tracking complaints and identify trends
- ? Assisting in resolving consumer and customer complaints.
- ? Managing the introduction and/or listing of new and potential suppliers
- ? Reporting on any SHEQ requirements for the technical department
- ? Formalising and maintaining technical budget month to month
- ? Compliance to internal, legal and industrial standards
- ? Resolution of complaints
- ? Improvement in Quality Assurance key performance indicators
- ? Successful introduction of new products

EXPERIENCE, SKILLS AND KNOWLEDGE

- ? Relevant tertiary education (BSc Degree Food Technology advantageous)
- ? Strong knowledge of Management Systems (FSSC 22000 a must or any GFSI certification standards)
- ? Good Computer literacy
- ? Team player with good interpersonal and communication skills
- ? Systematic and logical thinking
- ? Attention to detail
- ? Disciplined, pro-active and flexible
- ? Ability to work under pressure and extended hours as and when required
- ? Experience within the food industry (manufacturing and product development)
- ? A minimum of 5 years cross functional managerial experience