

Job Description Title:	NPD / INNOVATION MANAGER
Line Managed By:	Senior Technical and Facilities Manger
Line Manager For:	None
Department / Work Area:	The Food Works ^{SW}
Hours:	Full Time, Office Based, 37.5 hrs per week (Mon –Fri)
Annual Leave:	25 in addition to 8 statutory

SPECIFIC JOB DESCRIPTION ROLE REQUIREMENTS

Job Purpose: The Food Works^{SW} site seeks to provide a food grade premises and a food technology resource of excellence in the South West for food and drink manufacturing businesses to enable them to grow and develop to a sustainable level where they can transfer operations into larger units. The purpose built facilities on The Food Works^{SW} site will provide opportunities and support for businesses currently facing growth barriers in terms of accessing suitable premises to operate from and developing effective food technology and business development solutions. As a place of manufacturing excellence, The Food Works^{SW} site must have a culturally positive environment for all stakeholders with a positive continuous improvement attitude to all operations.

Role Requirements: To effectively market, promote and develop The Food Works^{SW} site, facilities, resources and commercial services to the food and drink industry SMEs and the wider business and community sectors in order to support growth across the South West and the sector.

The role is to coordinate activity effectively within The Food Works^{SW} site, including daily on-site presence, general administration, tenant support, partnership development, and promotion of the Forum’s technical services with an emphasis on office and site management, including supporting the Senior Technical and Site Manager with facilities management. Care must be taken to ensure that operational practices, processes and deadlines are in line with all legal, statutory and regulatory duties, contractual obligations and any funding requirements.

A significant aspect of the role is the promotion and delivery of food technical commercial activity for clients, on-site and off-site, such as food technology and product development, and as such will be required to have use of a vehicle in order to deliver some offsite commercial activity.

The post holder will report to the Senior Technical and Site Manager and support The Food Works^{SW} team who will be responsible for the day to day operations of The Food Works^{SW} and delivery targets.

Principle Duties / Responsibilities

To support the Senior Technical and Site Manager in facilities management and to manage and maximise the utilisation of The Food Works^{SW} Development Kitchens, whilst providing clients, both on and off site, with food innovation and NPD support on a commercial basis.

The main activities associated with this role include the following, although this is not a definitive list:

Technical and Commercial Activity

- Source, manage and deliver client referrals for commercial services;
- To meet all technical commercial revenue targets;
- To manage and maximise the utilisation of the site facilities including the business units and development kitchens:
 - Promote the facility and especially the Development and Test Kitchens to all prospective users
 - Optimise utilisation and footfall
 - Identify opportunities for income generation to leads to the delivery of commercial activity with clients regarding NPD and up-scaling support
 - Manage the facility on a day to day basis ensuring it meets legislative standards
 - To meet occupancy levels, all KPI’s and legal requirements
- To promote The Food Works^{SW} facilities, services and business units to ensure maximum utilization in excess of financial and contractual targets

- To coach and develop the businesses in the technical skills and knowledge required in managing a successful business, identifying any scope for raising technical and business skills amongst Owner Managers / staff;
- To enhance the uptake of food technology and process technology in the manufacturing of food products in order to raise standards and productivity;
- To provide direct food technical support and advice to applicants and tenants, e.g. product specifications, certification to national industry standards (SALSA / BRC) and compliance. To assist potential and start-up businesses with requisite food technical information and to ensure safe and legal 'shelf ready' products are manufactured
- To contribute to learning material design and deliver seminars / workshops around key food and sector topics;
- Assist with the marketing of The Food Works^{SW} through events and PR campaigns as appropriate in conjunction with the partners and the Forums marketing teams;
- Support training workshops and events creating a vibrant Hub used by tenants, partner agencies, training and educational establishments, community organisations, and Food and Drink Manufacturers;

Business Engagement

- To support the identification of all current, and the total number of Food and Drink businesses in the local and wider South West area, as appropriate;
- To provide specialist data collection (diagnostic baseline), Information and Brokerage services to Food and drink sector businesses. This will be delivered by using the diagnostic questionnaire with businesses across the designated LEP area;
- To ensure that all administration is completed legibly, and submitted instantly to the designated administrator to input within 48 hours on the central system, with referrals as appropriate to partner agencies; referral outcomes are reported back to monitor applicability for performance and monitoring;
- To support all business engagement activity as required within The Food Works^{SW};

Facilities Management

- Ensure on-site presence, liaising with the Forum team, The Food Works^{SW} team and security in the event of absence due to, for example, statutory holidays, team days etc;
- Ensure compliance with all policies, operating procedures and maintenance schedules/logs/records for the Hub and site in terms of, but not limited to, H&S, risk assessments, fire and evacuation, alarms, CCTV, IT, general maintenance, key holders, tenants commencing and exiting leases;
- Support with the contractual and performance delivery, office management, office facilities, IT and security support, internal systems, operating procedures, site policies and database management;
- Support with quarterly client surveys, annual tenant surveys, user and neighbour feedback/complaints/surveys, annual facilities evaluations and other surveys as required;
- Engaging with the wider community as appropriate;

Tenant Support

- Support unit handovers, issuing Tenant Welcome Packs and keys and conducting formal inductions and compliance activity;
- To undertake technical assessments of all prospective businesses ensuring they meet agreed criteria for entry. This will give the business essential information from which to proceed;
- To set required standards of food technical performance contributing to the technical policies of site businesses;
- To provide tenant/unit inspections as required
- To support with tenant surveys and evaluations

Partnership Development

- To provide technical liaison between food and drink manufacturing businesses and the retail and food service client base;
- To liaise with all compliance / enforcement agencies, e.g. EHO, Trading Standards, FSA, encouraging businesses to take a proactive approach to these organisations;
- Relationship management with all clients and customers, forming strategic partnerships with The Food Works^{SW} and collaboration with partner organisations wherever possible;

Health, Safety and Welfare

- Managing legal compliance and statutory requirements including, but not limited to, evidence of insurances, HSE, risk assessments, data protection, policies;
- Reporting and documenting all activity such as accidents, complaints etc;

- Continual professional development of self and others as required within H&S and Food safety;
- NEBOSH or IOSH qualification to be held, or achieved whilst in the role;
- Maintain a safe site, managing the health and safety of self and others

Other Specific Duties:

- To be accountable for delivering all areas of the job role whilst being flexible to support others and to undertake any commensurate tasks, other duties or role, as appropriate, that may be required from time-to-time to support the organisation;
- Be responsible for GDPR and the health and safety of self and others, ensuring work areas are clean, tidy and free from confidential information, obstruction and to contribute to assessment and reporting of risks in/on the premises;
- Demonstrate action toward the Forum’s equality, sustainability, and health and wellbeing policies and actively promote and adhere to all policies;
- To play a full part in the life of the Forum and its community, to support its distinctive aim and ethos and to encourage staff to follow this example and work well with others, following the guidelines on the staff charter;
- To work towards objectives and targets, as identified in the Performance Management process, completing the cycle annually;
- Completion of diaries, calendars, timesheets and administration by required deadlines;
- Monitor and report on targets and own performance as required;
- To maintain and update ‘Standard Operating Procedures’ for all allocated tasks;
- To show a record of excellent attendance and punctuality.

The role will be supported by Food and Drink Forum head office staff in relation to the site, business support, financial procedures and the strategy for the site, as well as any further areas of support as required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and you may be required to perform other duties as required. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. This job description is current at the date shown, but following consultation with you, may be changed by the General Manager to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Signature:	Date:
Name of Appointee:	
Date of Appointment:	
Employee Number:	
Revision Date:	

PERSON SPECIFICATION ATTRIBUTES

QUALIFICATION REQUIREMENTS	
Food Science Degree	Essential
Health and Safety Certification (IOSH/NEBOSH/Fire Marshall First Aid)	Desirable
SKILLS, KNOWLEDGE & EXPERIENCE	
Food Manufacturing:	
Food Manufacturing technical production experience	Desirable
Food Manufacturing technical NPD experience	Essential
Supermarket supply experience	Desirable
Buying and procurement skills	Essential
Product Costing	Essential
Facilities:	
Maintenance Scheduling	Desirable
Risk Assessment Knowledge and Experience	Desirable
Running their own food business	Desirable
Facilities management	Desirable
Emergency Planning	Desirable
Procurement	Desirable
Management:	
Partnership Working / Networking	Essential
Contract Management and Reporting Experience	Desirable
Legal Knowledge	Desirable
Senior Management Experience	Desirable
Strategic experience	Desirable
Project management skills	Desirable
Leadership skills	Desirable
Line Management Experience and Skills	Desirable
Sales Skills	Desirable
Policies and procedures	Essential
Income generation / commercialization	Desirable
Administration:	
Front of house / reception skills	Desirable
Time / Diary Management / Room or facilities Hiring	Essential
Presentation skills	Essential
Marketing Skills	Desirable
Administration skills	Essential
MS Office Skills / IT Skills	Essential
H&S experience	Essential
Emergency/Fire safety experience	Essential
HR experience	Desirable
Compilation of Standard Operating Procedures and Policies	Desirable
Project documentation and file management	Essential
HR experience	Desirable