

Job Description Title:	SENIOR TECHNICAL AND SITE MANAGER
Line Managed By:	FDF General Manager
Line Manager For:	Centre Coordinator and NPD Technical Manager
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.

This is a senior role that requires a good level of experience in facilities/site management and commercial acumen together with a food technical discipline having worked in the industry in a technical or production role for a number of years. The post holder will be required to have use of a vehicle in order to deliver some offsite commercial activity.

Role Requirements: To effectively market, promote, develop and deliver 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 industry.

The role requires effective management of all activity within The Food Works^{SW} site, including daily on-site presence, facilities management including security and H&S together with administration and reporting, leasing and hiring of facilities, tenant support, partnership development, promotion of the Forum’s technical services with an emphasis on building and delivering viable commercial services. 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. The role also requires the delivery of commercial activity for clients, on-site and off-site, regarding food management standards and/or food technology / product development.

The post holder will report to The Food and Drink Forums’ General Manager and manage The Food Works^{SW} team in the day to day operations of The Food Works^{SW} and in the delivery of key performance targets. The main summarised activities associated with this role include the following, although this is not a definitive list:

- Facilities Management of the site (grounds, business units, development kitchens, engagement centre and café) including managing maintenance schedules, legal and statutory compliance and security;
- Contract Management in terms of performance delivery of the facilities, procurement, subcontracting, leasing of business units and hiring of facilities;
- Developing and delivering commercial activity (via the team through technical specialisms, collaborative events with partner organisations and also from hiring of rooms, kitchen and facilities);
- Business Engagement, with predominantly small to medium food and drink manufacturers, for the delivery of technical/commercial work, promotion and leasing of business units, marketing of The Food Works^{SW} and facilities for hire, networking, signposting to other business support providers as appropriate;
- Tenant customer care, supporting tenants of the food grade business units with food standards, equipment layout/design where applicable, leasing arrangements/tenant requirements, signposting to other business support providers as appropriate;
- Partnership Development for maximising The Food Works^{SW} utilisation and on-site events to promote food technical commercial services, liaising and supporting community groups to utilise The Food Works^{SW} ensuring it has an impact on and for the local community;
- Health, safety and welfare responsibilities of all staff, visitors and tenants of the site;

Principle Duties / Responsibilities

As a senior appointment, the post holder will be ultimately responsible for the management, contractual and financial performance of The Food Works^{SW} site, facilities and staff including performance of all targets, outputs, revenues, business and partner engagement, maintenance schedules, marketing and The Food Works^{SW} profile with reporting requirements for all aspects on a regular basis to the Forum and an external Partnership Board.

The role will be supported by existing Food and Drink Forum staff at both a strategic and operational level to ensure contractual performance targets are achieved.

1. Facilities Management

To ensure the site remains of a high standard and safe at all times:

- Manage the site on a day to day basis ensuring maintenance schedules and works are delivered and conducted on time, monitored, updated and the site meets legislative requirements at all times;
- Promote the business units for lease and the development kitchens for hire, optimising and managing facilities utilisation, occupancy levels and footfall to ensure revenue targets and KPI's are achieved;
- Ensure on-site presence, liaising with the Forum team, The Food Works^{SW} team and security in the event of absence due to; 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 the following;
 - H&S and Site Management
 - Site Security Management
 - Site Environmental Management
 - Site IT
 - Site General Maintenance
 - Site Key Holders
 - Facilities and equipment maintenance i.e. pre and post room hire with 'condition reports'
 - Tenants Commencing and Exiting leases;
- Responsible for managing and reporting on contractual and performance delivery, office management, office facilities, IT and security support, internal systems, operating procedures, site policies and database management;
- To manage and report on;
 - Utilisation
 - Contracts, Hiring Agreements, Licence to Occupy
 - Quarterly client surveys, annual tenant surveys, user and neighbour feedback/complaints/surveys, annual facilities evaluations and other surveys as required;
- To manage the marketing and use of the facilities by the wider community such as schools and charitable organisations to support social value, ensuring that The Food Works^{SW} impacts and benefits local communities (i.e. employment, jobs, workspace for organisations, promoting healthy food and careers in the sector).

2. Contract Management

- To promote and market The Food Works^{SW} facilities, services and business units to ensure maximum utilization in excess of financial, revenue and contractual targets;
- To manage procurement, subcontractors, leasing and lease arrangements with tenants and hire agreements with facilities users;
- To monitor cash flow, expenditure and revenues;
- To report monthly to The Food and Drink Forum regarding all business function areas and contractual performance;
- Responsible for reporting to The Food Works^{SW} Partnership Board regarding financial and contractual performance, facilities management, subcontracting, purchases and renewals, commercial management, H&S, marketing, partnerships, business and community engagement, procurement, HR, legal compliance, issues and resolutions and the utilisation of Sinking Funds;

3. General Commercial Activity

- Source, manage and deliver client referrals for commercial services;
- To meet revenue targets for Business Unit rent;
- To meet revenue targets to maximise utilisation from the hire of Kitchens and meeting rooms;

- To meet revenue targets for training and consultancy services;
- To meet revenue targets for subcontracted Café activity;
- To promote The Food Works^{SW} facilities, services and business units to ensure maximum utilization in excess of financial and contractual targets;
- To ensure the marketing strategy of The Food Works^{SW} facilities and activities support the revenue targets and streams i.e. through events, social media and PR campaigns as appropriate and in conjunction with the Forums marketing team;
- To engage with businesses to identify scope for generating commercial incomes and or raising technical and business skills amongst Owner Managers / staff;
- To develop, deliver and or support partner organisations in delivering training and or business events;
- To report on deliverables, targets, outcomes, customer evaluations, commercial income streams to the Forum and The Food Works^{SW} Partnership Board;
- Manage the leasing / hiring of facilities, viewings, bookings, utilisation, contracts/agreements and evaluations;

4. Food Technical Commercial Delivery

- To deliver food and drink sector technical services, on and off site, to food and drink businesses in order to generate revenue;
- Provide coaching and up-skill businesses with technical skills and knowledge required in managing a successful business including new product development ;
- Enhancing the uptake of food technology and process technology in the manufacturing of food products in order to raise standards and productivity;
- Offer direct technical support and advice to applicants and tenants, e.g. product specifications, certification to national industry standards (SALSA / BRC) and compliance.
- Assisting pre-start and start-up businesses with requisite food technical information and ensuring safe and legal 'shelf ready' products are manufactured;
- Contributing to learning material design and deliver seminars / workshops around key food and sector topics;
- Developing, delivering and / or supporting training workshops and events, creating a vibrant Hub used by tenants, partner agencies and food and drink manufacturers.

5. Tenant Support

- To facilitate 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 manage tenant surveys and evaluations;
- To provide technical liaison between businesses and the retail and food service client base;
- To ensure rental payments are received on time.

6. 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 develop and increase business engagement and meet KPIs annually;
- To provide specialist data collection (diagnostic baseline), information and brokerage services to Food and Drink sector businesses. This will be delivered on and off site by using the diagnostic questionnaire with businesses across the South West 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 on for performance and monitoring;
- To create a national Primary Authority specialist centre of knowledge in a specific area of food manufacturing not currently covered;
- To identify potential sponsorship opportunities from other businesses;

7. 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 for The Food Works^{SW} to promote sector development, funding and sponsorship opportunities;
- To collaborate with a range of partner organisations to maximise direct support to the sector e.g. Local Enterprise Partnerships, Local Authorities, Chambers of Commerce and other Food Centres as an example;
- To link and have a close working relationship with all local Primary Authorities, Large Food Manufacturers sites/groups and local Knowledge Centres;
- To ensure through active promotions and networking the site is the SW Regional Food Manufacturing Hub with national and international recognition;

Health, Safety and Welfare

- Managing legal compliance and statutory requirements including, but not limited to, evidence of insurances, HSE, risk assessments, data protection, policies/procedures;
- Reporting, investigating and documenting all activity such as accidents, incidents and complaints;
- 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;
- Safety Ambassador for the Site - 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, maintain confidentiality, and to contribute to assessment and reporting of risks in/on the premises;
- Demonstrate action toward the Forum's equality, inclusivity, 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;
- Line management duties (basic HR knowledge 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	Essential
Food Manufacturing technical NPD experience	Desirable
Supermarket supply experience	Desirable
Buying and procurement skills	Essential
Product Costing	Desirable
Facilities:	
Maintenance Scheduling	Desirable
Risk Assessment Knowledge and Experience	Desirable
Running their own food business	Desirable
Facilities management	Essential
Emergency Planning	Essential
Procurement	Essential
Management:	
Partnership Working / Networking	Essential
Contract Management and Reporting Experience	Essential
Legal Knowledge	Desirable
Senior Management Experience	Essential
Strategic experience	Essential
Project management skills	Essential
Leadership skills	Essential
Line Management Experience and Skills	Essential
Sales Skills	Essential
Financial Skills	Desirable
Policies and procedures	Essential
Income generation / commercialization	Essential
Administration:	
Time / Diary Management / Room or facilities Hiring	Essential
Presentation skills	Essential
Marketing Skills	Essential
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	Essential
Project documentation and file management	Essential
HR experience	Desirable