

**Name:**

**Department (and Section where appropriate): Analytical Services (Cereal and Ingredients Characterisation Section)**

**Grade: G3**

**Job Title: CIC Manager**

**Immediate Line Manager (Job Title): (Associate Director – Analytical Services)**

**Job Purpose**

The purpose of this role is to oversee and manage the running of the Cereal and Ingredients Characterisation Section and in particular the effective utilisation of staff and resources/facilities in order to ensure safe working, service/project delivery, quality and technical excellence, operational efficiency, business development and financial performance of the section.

**Main Duties (including % of time spent)**

Maintain and continue to develop the work of the section to meet its goals – financial and technical and also to develop the team members to achieve their maximum potential. Business development responsibilities will be for longer term research and shorter-term contract activities and will require the building of relationships and preparation of proposals for key clients – Public and Private within the UK and beyond. A key focus will be proactively managing and maintaining good working relationships with key clients including AHDB, individual companies within the milling sector as well as UK Flour Millers, BSPB and other clients as appropriate.

- Financial and budgetary management for the sectional cost centre (15%)
- Business development and external marketing and sales (15%)
- Providing technical and scientific leadership in area both internally and externally (20%)
- Staff management including development, motivation and efficient utilisation (15%)
- Ensure operational efficiency through resource management and work practices (15%)
- Manage technical delivery of outputs to agreed service levels (10%)
- Implement required systems of business management (including H&S and quality) control (10%)

**Knowledge, Skills & Experience**

- Degree or equivalent experience in relevant subject – likely to be a recognised expert in field.
- Competence in team leadership and management of staff and resource utilisation.
- Commercial and financial awareness relevant to the marketing and selling of services.
- Experience of the food manufacturing supply chain and R&D activity an advantage.
- Proven effectiveness in managing time and cost-effective delivery of technical services/research outputs.
- Experience of managing or supervising analytical services within an ISO-accredited environment,
- Well-developed communication skills – upwards, downwards, and outwards.

**KEY TASKS & RESPONSIBILITIES**

**1. Communications**

- Verbal and written client facing communication to impart and discuss technical and commercial detail with audiences having both specialist and non-specialist knowledge.
- Proactive communication of information to the Associate Director and cascaded information and instructions to team members.
- Proactive communication with clients and potential clients as part of the business development activity.
- Giving formal presentation at training events and client meetings.

**2. Analytical Skills & Creativity**

- Analysis of financial, business and technical information and development of plans based on these inputs.
- Ability to assimilate multiple information streams and opinions to make sound decisions/recommendations and offer a structured approach to problem solving.
- Ability to balance longer term objectives and deliver against short term deadlines with variable notice periods.

**3. Management of Activities**

- Responsible of operational activities within the section including work allocation and delegation, cost control and service quality.
- Project management and technical quality of the section's work.
- Coordination of sectional delivery against financial, technical and managerial targets.
- Ensuring compliance against business management requirements including internal audit schedule and clearance of actions.

**4. Management of People**

Job Holder (7 direct reports, no indirect reports)

Associate Director Analytical Services – CEREAL AND INGREDIENTS CHARACTERISATION  
MANAGER (JOB HOLDER) – Team members

- Responsible for performance and development reviews, performance monitoring, training and development of direct reports.

**5. Management of Finance & Resources**

- Budget holder for section.
- Responsible for generation of annual budgeting income.
- Overall budgetary accountability for section including resource reconciliation
- Responsible for maintenance and development of sectional facilities including analytical equipment and associated lab and storage areas.

**6. Autonomy & Accountability**

- Working primarily under the guidance of the Associate Director but with general autonomy for decisions based on project-related and client-based activities within sectional scope.
- Empowered to initiate and contribute to departmental activities outside direct sectional focus following consultation with line management.
- Responsible for implementation and management of corporate activities and legal requirements within section.
- Accountable for sectional performance in relation to finance, technical and service delivery/quality.

**7. Working Environment**

- Primarily RA based but requirement for regular travel in the UK and sometime abroad.
- Requirement to undertake activities in specialised laboratories and food processing sites.

**8. Other designated job roles** (Please tick those applicable)

Technical Panel Secretary  
Quality Co-ordinator  
Safety Co-ordinator  
First Aider  
First Aid Leader  
Fire Officer  
Fire Leader  
Out of Hours Service  
Software Co-ordinator  
Trained internal Auditor  
Equipment Officer  
Departmental Archivist  
Hygiene Manager  
Process Hall Manager  
Event Director  
Risk Assessor

Biological Safety Officer	
Safety Representative	
Safety Committee Member	
Sample Receipt Steward	
Authorised Driver (in line with Car Policy)	✓
Coronavirus Champion	✓

**DSE User**      Yes

**Manual Handler**      Yes

**Signed & Dated**

Job Holder ..... Date .....

Line Manager ..... Date .....