Name:

Department (and Section where appropriate): Process Innovation Group - Process Support Section

Grade: G2

Job Title: Instruction Development Technologist

Immediate Line Manager (Job Title): Greg Hooper (Instruction Services Manager)

**Job Purpose**

To primarily conduct technical contract projects in the Food Instruction Services area, also to assist with other Group contract and research projects as required.

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

- Working primarily on Food Product Instruction (development) contracts. Involves developing and verifying food product (both ready meals and raw meat) cooking instructions using a range of appliance types e.g. ovens, hobs, grills, steamers, microwave ovens. (approximately 70% of time)
- Support in a mixture of contract, research and training projects for the section (and Group). This may involve supporting more senior staff with offsite project work – particularly in the area of thermal processing. (10%)
- Interpretation of data, results and preparation of contract reports. (10%)
- Maintenance of equipment and records for business management system purposes, including maintenance and calibration of Instruction Development equipment – thermocouples, data loggers and cooking appliances. (5%)
- Assist with hygiene/good housekeeping activities and operate a ‘clean as you go’ policy. (5%)

**Knowledge, Skills & Experience**

- Preferably Science ‘A’ levels minimum qualifications, although applicants with good practical (cooking) skills may be considered.
- An interest, ability and understanding of the cooking of foods – this is key to providing a good service to our clients.
- Ability to plan, conduct and report on Instruction Development contract project work for clients (with guidance from the line manager).
- Ability to work within defined timescales and budgets.
- Ability to work alone on small projects and as part of a multidisciplinary team.
- As the job entails developing and validating the cooking instructions for food products, excellent practical skills with an emphasis on food preparation are required.
- Good problem-solving ability with a common sense approach is required, interpretation and understanding of results is important.
- Effective time management skills are required as multiple projects may be performed in a day and urgent time scales are usually of importance to the client.
- Good verbal and written communication skills as Instruction Development projects will need to be written and information relayed to clients (under supervision of the line manager).
- Proficient in IT specifically Microsoft Word and Excel products as the reports are presented in Word format and graphs plotted using Excel.
- Good verbal and written communication skills to support client interaction.
- Basic project management skills.
- IT literate, including Microsoft Office products.
- Full UK/EU driving licence is required as Chipping Campden is fairly remote and does not have good public transport. Occasional driving for work maybe required.
# KEY TASKS & RESPONSIBILITIES

## 1. Communications
- Be able to communicate externally and internally on the phone, via email and face to face meetings to impart technical detail to clients.
- Interact with clients to build relationships and manage their expectations through good communication skills and a friendly, ‘can do’ attitude.
- Written communications in the form of reports and documents under the supervision of line management.
- Occasionally contribute to the delivery of training courses through practical demonstrations.

## 2. Analytical Skills & Creativity
- Able to analyse Instruction Results and other sources of information to draw straightforward conclusions for clients (both internal and external).
- Demonstrable skills in the development of cooking instructions to allow the attainment of a safe thermal process whilst achieving optimum product quality.
- Ability to organise to meet project requirements in defined timeframes.
- Follow practical protocols and procedures accurately and proficiently for Instruction Development trials and other contract and research work.
- Contribute innovative approaches to experimental design and project planning activities.
- Prepare simple quotes for client projects – (with guidance from the line manager).
- Adopting a ‘can do’ approach to resolving project related issues that arise to meet the client expectations.

## 3. Management of Activities
- Planning and scheduling of work to meet project deadlines with the appropriate supervision. Levels of supervision will be commensurate with skills and experience.
- Ability to work on more than one project at a time over a flexible period.
- Plan and undertake practical delivery of contract projects in accordance with line management requirements.
- Maintenance of working area, associated equipment to make sure project work can be completed efficiently and effectively.

## 4. Management of People

**Instruction Development Area Manager (Line Manager) - Job Holder**
- Reporting to the Instruction Development Area Manager.
- No direct reports but expected to work as part of a multidisciplinary team.
- Proactive in ongoing self-performance improvement and development.

## 5. Management of Finance & Resources
- Responsible for delivery of practical work in accordance with line management budgetary requirements and constraints.
- Competent in the safe use of high value facilities and equipment.
- Ability to balance day to day activities to meet both short- and longer-term objectives.
- With training, to take responsibility for planning and management of basic projects.

## 6. Autonomy & Accountability
- Largely working under the supervision of the line manager but the job holder’s autonomy will increase with time and experience as their skills develop.
- Take ownership for the quality and accuracy of own work including highlighting and reporting non-conforming work or other technical problems (equipment or method).
- Take responsibility for the delivery of small projects having been given a clear steer on the scope and requirements.
7. Working Environment

- Based at Campden BRI (Chipping Campden site) with infrequent requirement for travel in the UK as well as abroad. Some of these trips will involve overnight stays.
- Some of the trial work will involve factory work under supervision when appropriate.
- Wearing of PPE for some tasks will be required.

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

- Quality Co-ordinator
- Safety Co-ordinator
- First Aider
- First Aid Leader
- Fire Officer
- Fire Leader
- 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) - YES

DSE User YES

Manual Handler

Signed & Dated

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