

**Name:**

**Department (and Section where appropriate):** Consumer & Sensory Science (Sensory Insights Section)

**Grade:** G3

**Job Title:** Sensory Projects Manager/Descriptive Panel Leader

**Immediate Line Manager (Job Title):** Susan Rogers (Sensory Insights Section Manager)

### **Job Purpose**

To effectively manage the team and co-ordinate the activities of the Descriptive Panel. Management of assigned sensory projects by effective utilisation of resources, to ensure service/project delivery, safety, quality and technical excellence. To support the section manager to deliver financial targets and identify new business opportunities to ensure continued growth of the section and promote client satisfaction.

### **Main Duties (including approximate percentage of time spent)**

- Management of the Descriptive Panel (with Panel Leader responsibility) including selection, maintenance, training and performance of the team (30%)
- Efficient management of assigned sensory projects to fully meet client objectives, budget constraints and agreed service levels. Including, analysis and interpretation of sensory data, reporting and dissemination of results (35%)
- Compilation of project quotes/proposals in response to client enquiries and logging opportunities/client interactions in CRM (20%)
- Supporting the Section Manager to deliver the section financial targets and identification and development of new business opportunities/leads (10%)
- Implement the business management system, including health and safety, pertinent to the Sensory Insights Section(5%)

### **Knowledge, Skills & Experience**

- Degree in food science/technology or a related discipline
- Minimum of 1-2 years' sensory science experience, panel leadership experience desirable
- Professional sensory qualifications at an intermediate level
- Proven experience in managing timely and cost-effective delivery of sensory projects
- Excellent interpersonal, leadership and well-developed communication skills
- Proficient in Microsoft Office and specialist sensory software (Compusense Cloud)
- Competence in management of staff and resource utilisation
- Commercial and financial awareness linked to marketing and selling sensory insights services

### **KEY TASKS & RESPONSIBILITIES**

#### **1. Communications**

- Manage client interaction to fully define project objectives and clearly communicate study findings via technical reports
- Well developed verbal and written communication skills to enable cascading of technical and commercial detail to sensory team
- Well-developed communication skills in order to confidently present at client meetings, conferences and to delegates on training courses

**2. Analytical Skills & Creativity**

- Ability to comprehend technical data from a range of sources and adopt a structured approach to problem solving to enable selection of the most appropriate test method to meet client objectives
- Ability to accurately interpret and report results from the analysis of sensory data regarding commercial and research sensory projects
- Ability to adapt to changing priorities and work within a multi-disciplined team

**3. Management of Activities**

- The organisation, management and delivery of sensory contract projects to meet client objectives, timescales and financial targets
- Ability to organise, co-ordinate and delegate to the sensory team to enable execution of sensory projects whilst maintaining cost control and service quality
- Ability to manage and prioritise a number of concurrent activities in order to achieve deadlines
- Ensuring compliance against business management requirements including internal audit schedules, clearance of actions and document reviews
- Collaboration with other technical teams regarding planning, execution and delivery of projects involving sensory analysis

**4. Management of People**

- Responsible for managing the Descriptive Panel including recruitment, selection, training and performance

HOD - Sensory Insights Section Manager – **JOB HOLDER** – Descriptive Panel

**5. Management of Finance & Resources**

- Responsible for delivery of sensory contract and research projects within defined budgetary constraints and timescales
- Support the Section Manager deliver the annual income as stated in the departmental budget

**6. Autonomy & Accountability**

- Empowered to take decisions based on own project-related activities consulting with line manager and colleagues as necessary
- Accountable for completion and accuracy of results generated from assigned sensory projects, completion and accuracy of results generated.
- Ability to work independently and as part of a team working closely with Sensory and other Campden BRI colleagues

**7. Working Environment**

- Primarily based at the Chipping Campden site
- Requirement for occasional travel within the UK and abroad to attend/present at client meetings, exhibitions, conferences or training events
- Requirement to undertake activities in specialist sensory laboratories when required

**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)**✓

**DSE User** ✓

**Manual Handler**

**Signed & Dated**

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

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