



Technical Manager – Licensing (Fresh Produce, Crops and Dairy)

JOB DESCRIPTION

The Company

Assured Food Standards (AFS) is the organisation that manages and promotes the world-leading Red Tractor food chain assurance scheme.

The Scheme is a fundamental part of the entire food chain, from farmer to shoppers via retail and the food service industry. It reassures shoppers that the £14bn worth of food and drink carrying the Red Tractor logo, is traceable, safe and farmed with care. With a bold ambition of becoming the “Flagship of British Food & Farming” based on world class standards, independent assurance and robust compliance Red Tractor is a progressive and critical body within the food & drink industry.

Reporting to: Senior Technical Manager – Licensing

The Opportunity

Red Tractor have an exciting opportunity within the Technical Team for an enthusiastic and progressive Technical Manager with fresh produce food industry experience to support the Senior Technical Manager (Licensing) in managing the licensing eligibility criteria and traceability challenge programme, ensuring it is fit for purpose and respected by the industry, day-to-day technical management of current licensees and playing a critical role in the annual licence renewals program.

Key responsibilities include:

- Contribute to the review of the licensing eligibility criteria and support the Senior Technical Manager (Licensing) in the management of Red Tractor’s relationships with third-party recognised schemes, for example, BRCGS, SALSA, DTAS etc.
- Day-to-day management of the traceability challenge programme, including dealing with assessor queries and issues raised during traceability challenges
- Supporting the Senior Technical Manager (Licensing) in reviewing and developing the traceability challenge programme, including the assessor protocol
- Manage day-to day licensee enquiries including changes to the licence, eligibility queries and artwork approvals
- Contribute to the development of the licensing database to ensure the licensee application and renewal process is as efficient as possible
- Ensure all documentation available to licensees is available and kept up to date
- Support the Senior Technical Manager (Licensing) on serious issues and complaints
- Ensure licensee information is kept up-to-date and licensee issues are recorded on internal systems
- Manage the process and communication to businesses in terms of unauthorised use of the Red Tractor logo and/or claims, including, if required, liaising with local authorities (Trading Standards)
- Provide support to the Marketing & Commercial Team to ensure understanding of technical licensing requirements and a joined-up approach for existing and new licensees

- Work collaboratively with the wider Licensing Team, other colleagues and stakeholders to effectively deliver the relevant objectives of the Red Tractor business plan
- Jointly manage with the Technical Manager (Licensing – Meat & Poultry) the Licensing Renewals and new licensee applications which includes:
 - ensure that the licensing database and any system improvements are in-place for the launch of the annual renewals program
 - jointly manage renewal communications with licensees
 - process renewal applications and approve the technical detail of applications (eligibility criteria)
 - manage renewal enquiries from licensees including process and documentation queries, system issues and liaising with the service provider when required
 - manage 'no activity' licensees
 - work collaboratively and supportively with the Commercial Team during the renewals period to ensure excellent communication between teams and an efficient renewals process which delivers exceptional customer service to licensees
 - recommend system and process developments to improve the renewals program in the future
 - during the licensing year, manage new licensees through the application process

Areas of challenge and focus include:

- Deliver a successful renewals process within a specified timeframe (Jan to April each year) whilst maintaining an excellent licensee customer service
- Conversing with licensees/stakeholders from across the supply chain who may have opposing views or wish to challenge the direction and development of Red Tractor standards/rules/costs of correcting where non-conformances have been identified
- Managing issues when they arise in a prompt fashion and to ensure all relevant parties are kept up to date with progress and information relevant to their interest

Knowledge and Skills

- Degree (preferably food safety/ technical)
- Background in fresh produce food production/ processing gained through education and/or work experience
- Understanding of food supply chains, market influences and stakeholder priorities
- Technical / scientific knowledge of the fresh produce sector including legislation, traceability and good practice
- Knowledge and experience of food assurance schemes and their role in the supply chain
- Confident communicator with an ability to credibly present both internally and externally as well as collaborate and communicate at all levels and build good working relationships
- An eye for detail and a commitment to accuracy
- Ability to work at times under pressure but maintain an excellent rapport and customer service with external parties
- Ability to multi-task and manage a number of projects at the same time
- Logical thinker
- Influencer
- Computer literate
- Self-motivated, articulate and well organised

Working Hours and Benefits

This position will work a total of 37.5 hours per week. The normal core hours are 9am to 5pm Monday to Friday. It may be necessary on occasion to work outside these hours to meet the demands of the business.

Location and Travel

Red Tractor supports hybrid working arrangements with a mixture of home working and attendance at our London office as required for meetings (typically 1-2 days per week). Some UK travel is required as part of the role.

Applications to application@redtractor.org.uk