



Process Manager

job description



the finer details

Which site am I based at?

A designated Yeo Valley Production site (tbc) Some travel maybe required to liaise with other departments/sites/suppliers or customers

Which team am I a part of?

Development

Who do I report to?

Senior Process Manager

Who do I look after?

Senior/ Process Development Technologists

Team size?

2-3 site dependent

Do you have responsibility for a budget?

Guidance and support but not accountability.

Qualifications &

Experience

Essential:

- ♥ **Technical Skills –**
Expertise in product

The purpose of your role

Under the direction of the Senior Process Manager, the Process Manager will lead & manage, with the support of Senior/ Process Technologists, the launching & evaluating of new & existing products within the following categories (yogurt, ice cream, desserts, savoury & fruit) depending which site the role will be based at.

This individual will collaborate and lead with cross functional teams to deliver cutting-edge, high-quality product concepts that are aligned with customer and business priorities.

The role requires the overall ability to be the interface of the site development process with the customer and the internal functions to deliver products from Gate 3 to 6 approval and ensure a successful product launch from their site. You will improve and develop processes and procedures across the site with 5 main areas of focus

- ♥ Supervising existing and developing new site processes
- ♥ Lead the Product & Material reformulation site plan
- ♥ Supporting Capital Projects with Senior Process Manager.
- ♥ Managing NPD/EPD site launches

This role is critical in shaping the future of the Yeo Valley Product Portfolio.

Key responsibilities:

♥ **Product Innovation Support**

Nominated site lead contact for Yeo Valley Process Development for internal and external projects associated with assigned site.

To manage specific NPD projects from Gate 3 approval to Gate 6 Post Launch Review, ensuring the relevant stakeholders are involved at the right stage and aligned, and the business has clear visibility on the NPD agenda for your allocated site and the state of play on current projects.

Coordination and management of critical path aligned with stakeholders' key dates and stages. Ability to identify and troubleshoot problems and resolutions internally. Understanding the broader impacts across the department.

To develop and maintain excellent customer relationships with defined retailers through a customer 'intimate' approach. Must be able to explain difficult or sensitive information and be willing to step in & support more junior team members in this area.

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Formulation & sensory analysis

To present and discuss factory trial products with the customer and where applicable attend high profile pre-productions

Collaborate with Production and Purchasing teams to identify quality issues and amend raw materials as needed

To monitor & track the costings through the factory scale up process to the 12-week post launch review.

To manage trial requests from customers or internal colleagues for new business, new customers, product range presentations.

Has accountability of the results and performance of their site process team with regards to NPD success and reaching targets/objectives.

Do drive down all aspects of Direct/Indirect costs to make a continual and sustainable improvement in profitability in areas that can be impacted by process development. Shine a light with other departments to enhance procedures and best practices for ways of working.

You will be part of the team that will commission any new equipment acquired to ensure there is a smooth transition from the previous production processes.

To assist the technical teams in maintaining the quality management systems and processes in line with legal, customer, company and other best practice requirements which create, maintain and improve the integrity and food safety and quality of all products manufactured.

Conduct process audits and support root cause analysis when quality or efficiency issues arise

Maintain all documentation required to meet BRC and ISO accreditation standards adopted by the business and legislative standards. You will own the Process Development Systems for your site and ensure they are always up to date, as well as managing and implementing the internal audit of these systems.

Leading, coaching, and developing the Senior/ Process Technologists in delivering the site development plans.

♥ **Project Management-**

Experience in managing multiple product development projects simultaneously, with a focus on meeting deadlines and managing resources effectively.

♥ **Knowledge of Ingredients-**

Strong understanding of the functional properties of yogurt, desserts & ice cream, savoury or fruit.

♥ **Teamwork –**

Ability to work well with a collaborative, cross-functional team environment and lead in own area of expertise. Ability to encourage & lead within own team

♥ **Problem solving –**

Leads the team with troubleshooting skills & guidance. They have the ability to analyse complex technical challenges & implement solutions. Familiar with Root Cause Analysis. Support & mentor team members to reach solutions.

♥ **Communication -**

Excellent verbal & written communication skills with the ability to present ideas and data clearly to technical & non-technical stakeholders

♥ **Driver's License** is essential due to multi-site locations

Qualifications:

♥ Food qualification or previous food manufacturing or catering experience

♥ Minimum 5 years of post-graduate experience in a food NPD role, preferably within dairy, desserts, ice cream, savoury or fruit. Ideally have

What good looks like for this role

General Profile:

The Process Manager possesses has technical expertise and practical knowledge in processing parameters, with a specific focus on the following categories (yogurt,

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some people management experience

Desirable Skills:

- ♥ **Industry Knowledge-**
Working knowledge of relevant legislation criteria and food production industry standards/HACCP
- ♥ **Large Scale Capital Projects-**
Ideally experience in managing or supporting
- ♥ **Business Acumen -**
Commercial awareness with the ability to identify & maximise opportunities while minimising costs.

Personal Attributes:

- ♥ **Detail-Oriented –**
Meticulous attention to detail in both product development and documentation
- ♥ **Adaptability –**
Able to work in a fast-paced environment and adjust to changing priorities & project timelines. Resilience and supporting others are key.
- ♥ **Analytical Thinker –**
strong, analytical skills, capable of interpreting data to guide decision-making processes
- ♥ **Tenacious & “can do”**
attitude
- ♥ **Self-driven** with a growth mindset & can use initiative
- ♥ **Desire** and ability to influence & drive change
- ♥ **Hands on** & practical approach to working
- ♥ **Good IT skills** -Microsoft and database systems

ice cream, dessert, fruit & savoury). They bring a deep understanding of product manufacturing, process optimisation, and quality assurance, alongside a basic knowledge of related disciplines such as product development and sensory evaluation. This individual with work in collaboration to solve complex technical challenges and drive the launch and evaluation of new and existing products.

Business Expertise:

The Process Manager has a comprehensive understanding of how their area integrates with other business functions, including production, R&D, quality assurance, and supply chain, to achieve departmental goals. They apply this understanding to deliver efficient, scalable, and high-quality processes that support product innovation and meet market demands.

Leadership:

The Process Manager oversees a team of Senior/Process Technologists, guiding them to meet both service and operational goals.

Impact:

The Process Manager's role has a direct impact on the team's ability to meet service, quality, and timeline objectives for new product launches and ongoing product evaluations. They are guided by company policies and departmental goals, but their contributions affect operational efficiency, product quality, and the speed to market of new innovations. By supporting process optimisation and ensuring product consistency, they help maintain the company's high standards and competitive position in the market.

Interpersonal Skills:

The Process Manager will frequently guide internal stakeholders and, at times, external partners, to adopt new perspectives on process improvements or product launches. Additionally, the Process Manager provides guidance and support to colleagues, teams, and customers.

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♥ **Influential-**
Ability to pull cross functional teams in one direction with right level of data and detail to make decisions

HR use

Date of last review:

Job reference no:

Job level:

Job family:

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