

Role Profile

Job Title: Technical Account Manager
Department: Sales
Reports To: Lead Technical Account Manager
Ref: Ref-285, V1 - 15 Nov 2023

Role Overview

Reporting to and working with the Lead Technical Account Manager the main objective of the role is to manage and deliver both the company and retailer technical plans.

Main Duties

- Customer Partnership: create strong relationships with retail and food manufacturing customers, serving as their dedicated technical advocate
- Drive success by monitoring and improving on customer KPI's in quality, audits, supply chain and ethical
- Day to day contact with retail technical managers and aid where required
- Lead and champion quality by rapidly investigating and resolving internal and external quality issues
- Identify and be in front of quality challenges
- Work Collaborative with the sales account manager and instil technical expertise into the customer accounts
- Manage end to end technical responsibilities
- Promote responsibility and support sustainability within the business
- Apply, manage, and keep the business up to date on customer COP, Customer audit standards and industry changes
- Work with the other departments on delivering and leading on NPD and packaging changes from development to delivery to customer
- Support and prepare site teams in preparation for customer visits and audits.
- Create, update, and manage customer specifications

Competencies to perform the role

- Organisational skills having the ability to manage conflicting priorities
- An ability to gather and analyse technical data
- Enthusiastic and flexible team player with high expectations of self and others
- Able to work under pressure, on own initiative and constantly seek to improve
- Good communication skills to interact with other departments
- Be self-motivated with the ability to lead, manage and develop technical customer accounts
- You will proactively strive to enhance existing processes to add value and will adapt quickly and positively to change
- Fast-paced decision-making

Experience and Qualifications

- Minimum of 2 years' experience in a Quality or Technical role
- Relevant qualifications in Quality or related technical discipline
- Excellent commercial awareness
- Knowledge of customer systems is advantageous
- Understanding of HACCP and quality management systems
- Competent in the use of technology with excellent IT skills, Excel and Word is essential

- Experience of working with customers
- Commercial and cost awareness
- Understanding of ethical and sustainability requirements

Other Significant Role Requirements

- Willingness to travel to other sites within the group on a regular basis
- Travel to customer head offices and stores
- Valid driving licence and access to a car
- Flexible approach to work
- On call weekend rota requirements
- Motivation to develop and maintain internal and external relationships
- Good Attention to detail
- Strong initiative
- Ability to manage their own time and prioritise appropriately
- A desire to develop and learn
- Ability to analyse situations and problem solve swiftly and effectively

Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people
2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact