**Technical Assistant for Bako Wales**

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**Job Description**

**Job Title:** Technical Administrator

**Salary:**£17,000 per annum

**Contract:**Permanent

**Hours of work:**35 hours per week

**Reports to:** Technical Manager

**Work Base:** Bako Wales Head Office, Gorseinon, Swansea

**About Bako Wales:**

Bako Wales is a wholesale supplier of baking ingredients and ancillary non-food goods to the food industry across Wales. Our customers include bakeries; cafes, coffee shops & restaurants; food manufacturers; catering companies; and more.

With a turnover in the region of £15m per annum, we are a significant business in Wales. We have a strong reputation within the industry and won Welsh Food Awards’ Wholesaler of the Year in 2018 as well as being a finalist in 2019. We are based in the Gorseinon area of Swansea, South Wales.

Bako Wales operate with a relatively small, committed team of less than 50 people, with everyone doing their part to help us deliver the excellent service our customers need. We are a co-operative, which means that our customers are also beneficiaries of our business profits.

**Technical Administrator Job Description**

This role is to support the Technical Manager to ensure that the requirements of all Quality Standards are adhered to and implemented correctly, while maintaining a philosophy of on-going system improvements in all departments. To assist with the management of the company’s QMS in order to ensure compliance to BRCGS with third party accreditation bodies. This is an ideal role for someone wishing to get into a food quality role and the company will look at providing qualification support for the correct candidate.

**Main Duties**

* Prepare monthly customer complaint trending reports.
* Support investigations into customer complaints by administrating the customer complaint form and ensure responses are received from suppliers.
* Maintain records of supplier approval to ensure they are up to date.
* Maintain product specifications to ensure they are up to date.
* Assist in the management and completion of internal audits
* Assist in checking and filing of process control sheets and technical information data
* Participation in internal meetings, training and staff development when required

Previous knowledge and experience of supplier assurance and quality management systems beneficial but not essential, preferably within food manufacturing or food retail industry. This is an ideal opportunity for a graduate wanting a career in the food industry.

**Required Skills, Experience, Knowledge, Competencies:**

* Good analytical skills and PC literate, a keen eye for detail
* Excellent written and oral communication skills
* Able to take a hands-on approach
* Good team player, confident decision-maker
* Able to multi-task and manage a busy workload
* Lateral thinker able to appreciate the full implications of emerging issues
* Fast learner with a can-do attitude

**What's in it for you:**

This is a great opportunity to join a well-respected employer. The starting salary of £17K, plus 28 days holiday (including bank holidays), pension, free parking, staff discounts and more!

**Hours:**

40 hours per week Mon-Fri, between the hours of 9am and 5pm, inclusive of one hour unpaid lunch