



Excellent Opportunity in our Technical Department

Technical Support Services Administrator

Do you want to come to work every day knowing that by being effective in your position, you will be doing good for the UK consumer by increasing the consumption of healthy fresh produce?

Working with perishables, means every day is exciting. Each year, every crop brings its own personality. Mother nature can be unpredictable & the challenge of logistics means boredom is not an occupational hazard.

The very nature of fresh produce guarantees frequent issues that demand instant action to resolve. However, you can feel confident that there is no better place to be, you will be working with good people, people that have genuine passion, tenacity, and dedication to support us in our version of becoming a flagship UK grower.

We are excited to offer the opportunity for the following full-time, permanent vacancy at our Head Office, based in Herefordshire:

Technical Support Services Administrator

You will be responsible and accountable for all administrative tasks within the Technical Department which support the team in delivering the consistent quality, safety and legality expected of all products grown, imported and marketed to the UK retail base, to ensure that customer service levels are maintained at the highest level.

The main duties and responsibilities will include:

- Undertake full ownership of administrative tasks within the Technical Department. This includes processing customers complaints, new line and label changes sheets, specification amendments, updating trackers, spreadsheets and databases and ensuring all required information is accurately entered on to the appropriate system in a timely manner.
- Coordinate and support in the collation of customer and audit Due Diligence requirements from the different growers/countries we operate with, in conjunction with Technical Managers and Commercial Managers.

- To be the first point of contact for customers in the absence of the Technical Manager and provide customers with requested information in timely and professional manner.
- Actively support the Technical team in investigating, resolving and reporting on quality related issues raised internally through audit non-conformances or through customer rejections, complaints or audits.

Are you the ideal candidate?

- You will be accurate with figures and the inputting of information; high attention to detail, ability to interpret complex information, spot trends and disseminate into meaningful formats to aid effective management decision making.
- Able to build and maintain productive working relationships with colleagues at all levels.
- Able to develop productive relationships with external customers.
- Strong IT skills and a proficient user of MS Office software.

A full Job Description is available upon request.

Our people are core to our business, and we are proud of providing a working environment that allows people to grow and develop.

- Salary- up to £26,000.00 per annum.
- Annual Leave- 33 days!
- Pension- Peoples Pension 3% Employer Contributions.
- Financial Benefits- free life assurance, company sick pay and a range of national and local retailer discounts.
- Lifestyle & Wellbeing benefits- eye care vouchers, discounted gym membership and a 24/7 Employee Assistance Programme with an NHS Approved mental wellbeing mobile app.

Please apply to Jo Kennedy, Group HR & Recruitment Manager jkennedy@sagroup.co.uk and attach an up-to-date CV along with the confirmation that you have read our Candidate Privacy Notice, available on our website.



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