



## **Sensory and Consumer Technical Project Manager**

***Are you a project manager? Have you directly managed people? Do you pride yourself on delivering the absolute best service to your customers? ...*** If you said yes we want to hear from you.

We have a fantastic opportunity to join the SRG Synergy business as Technical Sensory and Consumer Project Manager to oversee our core teams of Consumer and Sensory Panels across the food, beverage and tobacco industries.

This role in particular is to manage our key customer relationships in the UK as well as growing and managing the teams beneath you. This role is based from home but will require frequent UK travel to our client sites in South UK.

### **Who are SRG Synergy?**

Synergy is an insourcing service provider for the Science, Clinical and Market Research sectors. We work in a strategic partnership with our clients to understand their business needs and ways of working. For the Market Research sector we recruit and manage technical staff, sensory panels which consist of up to 16 panellists and consumer panels of up to a minimum of 1000 consumers.

### **What are the responsibilities of the Sensory and Consumer Project Manager?**

- To manage sensory and consumer panels and technical staff as detailed in the contract and associated documents that exist between Synergy and the Client.
- To be responsible for the day to day management of the Recruitment and Compliance Manager who is responsible for overseeing the consumer panel.
- To contribute to the effectiveness of communication between them, team members and the client.
- Primary point of contact for the client and Synergy personnel
- Ensure all team members are fully trained in all aspects of their roles and to line manage the team.
- Ensure that the team environment is appropriate for delivering the quality required, within the Synergy Ways of Working and the associated documents between Synergy and the client
- All safety precautions are adhered to in accordance with local policies and procedures.
- Ensure that the budget for the project is being met.
- Ensure peaks and troughs of workload are managed. Ensure that at least the minimum number of panellists are available to work at any given time.
- Working with Synergy recruitment team responsible for the technical staff and panellist recruitment drives. Overseeing the on-site screening assessment day for new panellists

- Perform appraisals and performance reviews for team in line with contract and associated documents between Synergy and client
- Ensure the team are meeting Key Performance Indicators.
- Understand relevant working practices.
- To highlight any issues, or problems within the Synergy group, which may affect the ability of the team to deliver contracted services to the client's satisfaction and develop a risk mitigation plan
- To represent the company to the highest of professional standards, both internally and externally

#### **What do you need to succeed in this role?**

- Degree in a relevant scientific discipline or equivalent experience - proven strategic and people leadership experience from a highly compliant scientific organization
- Sufficient relevant experience in a scientific business environment
- Strong customer service delivery experience
- Strong managerial background with extensive planning background
- Recruitment and development of staff
- Experience in leading operational excellence / continuous improvement projects successfully
- Sound industry knowledge, able to understand and implement Industry standard best practise.
- UK driving license is essential for UK travel

#### **We offer**

- Competitive salary - £35,000 to £45,000
- Car allowance

Closing date for applications: 15th July 2019, 5pm UK time

If you are interested in finding out more about this role please reach out to Rupinder Johal on [rupinder.johal@synergyoutsourcing.com](mailto:rupinder.johal@synergyoutsourcing.com) or 07775 027634