

JOB DESCRIPTION

Job Title: Technical Service Manager, ASEAN + India
Reports to : Technical Service Manager, APAC
Alternate Delegate:

Organisation Unit : SFI APAC
Date : April 2017

Purpose of Job

To provide technical support to sales team and customers in the ASEAN + India region

Main Accountabilities	Performance Measures	Skills & Knowledge
<p>Main tasks performed on a regular basis. Consider general responsibilities:</p> <p>Communication: Customers, suppliers and internal colleagues. Use knowledge and experience to avoid/anticipate and solve problems. Maintain high quality and safety standards. Demonstrate initiative to continuously improve performance. Support sales team in growing the business in China through :</p> <ul style="list-style-type: none"> • Lead and manage project pipeline to successful closure/commercialization • Troubleshoot any technical related problems at customer ends • Train and upgrade existing team and distributors/agents on technical knowledge/skills • Prioritize customer support in the ASEAN + India region. <p>Review resource needs for technical support in the ASEAN + India region Complete a capital expenditure proposal to enhance Tate & Lyle applications ability. Implement the enhancement of the applications capability of T&L ASEAN + India. Manage all facets of applications support.</p>	<p>Consider following areas to measure:</p> <p>Safety</p> <ul style="list-style-type: none"> • Zero lost time injuries • Continuous reduction in complaints • Full compliance with all legislations and Tate & Lyle procedures <p>Costs: Achieve cost savings through raw material exchanges and systems re-engineering.</p> <p>Manage technical support for the region within AOP limits</p> <p>People: Develop overall technical capabilities of the organisation</p> <p>Quality: Awareness of quality issues. Meeting quality requirements. Contributing to the quality system.</p> <p>Future: Continuously drive improvements to practices and processes in the running of the applications lab and the sales process.</p> <p>Behaviours for success : Focus on customer solutions Drive change Express courage & confidence Attract and develop talent</p>	<p>Consider following requirements:</p> <p>Tertiary qualification in food science or related disciplines. At least 10 years of experience in the areas of dairy or dairy related. Experience with people management will be of an advantage. Good project management skills. High level of numeracy and literacy skills. Good communications skills, both written and verbal. Ability to manage several tasks at one time and be able to prioritise work. Operational knowledge of pilot plant equipment and laboratory equipment, including analytical instruments. Safety, hygiene and quality awareness. Knowledge of food standards for the ASEAN + India region. Able to plan and execute actions and coordinate teams. Positive attitude and commitment to continuous improvement. Effective team member and team leader.</p>

	<p>Act as a global player – integrate ASEAN + India development with other facilities around the world. Achieve outstanding results</p> <hr/> <p style="text-align: center;">Dimensions</p> <hr/> <p>Budget - capital budget and expense budget as per AOP</p> <p>Decision making authority/limits – as per policy</p> <p>Geographical area – ASEAN + India – internal and international travel required as necessary.</p>	
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Interested candidates, please contact Jasrel Ng,

Jasrel Ng
HR Recruiter

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