Producer Certification Officer details

Department: **Producer**

Reports to: **Certification and Compliance Manager**

We require a proficient multi-tasker to join our office-based organic certification team to assess reports provided by our inspectors and give standards guidance to our licensees. You must have a thorough understanding of the agricultural industry, have good communication skills (both on the phone and email) and preferably have practical agricultural experience. You also need to be computer literate as much of the day to day work is undertaken on our database.

At OF&G we pride ourselves on our reputation for clear, consistent and practical interpretation of the organic regulations and as a Producer Certification Officer (PCO) you will be responsible for ensuring this reputation continues.

Each PCO is responsible for looking after 250 – 300 registered licensees, from a range of different businesses.

The PCO's day-to-day responsibilities include:

- Assessing reports provided by farm inspectors for compliance with the regulation
- Talking to farmers and operators, consultants and other interested parties on the telephone
- Answering email queries,
- Helping licensees understand the requirements of the regulation and how that fits within their business.
- The enquiries can range from dealing with a small-scale market garden type to large multi-site enterprises.

Employment details:

Working week:
Monday to Friday

Hours of work:
9am to 5pm exclusive of a 1 hour break. You will be required to work such additional hours as may be required to fulfil your duties.

Probation:
3 months

Salary Scale:
From initial £20,360 to £26,385 fully trained

Holidays:
21 days/year plus bank holidays and 3 days between Christmas and New Year

Sick Pay:
Statutory sick pay

Pension:
A contributory pension is available.

Healthcare:
After 1 year employment you will be entitled to join the company paid health cash plan operated by Sovereign Healthcare.

If you are interested in finding out more, please visit our website at www.ofgorganic.org or contact us on 01939 291800 or email angela@ofgorganic.org

How to Apply

Please go to our website https://ofgorganic.org - download the application form, complete and forward to OF&G with a current CV.

OF&G Quality Manual	RD45 Producer Certification Officer Base Job Description
Linked documents	RD19

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Job Purpose

To provide a professional and practical approach to upholding the integrity of the Standards across the relevant schemes operated by the company, through assessment of inspection reports and providing guidance with the requirements of the Standards in a clear, effective and timely manner. The role will also involve the promotion of OF&G to members of the farming and renewable energy sectors and the public and others with a view to increasing OF&G's client base.

Main Responsibilities

The following apply to those OF&G clients allocated to you or directed to you when a colleague is not available:

- Evaluate Producer client Application Forms and Conversion Plans for compliance with the requirements
- Ensure Producer client Inspection Reports and other relevant documents etc. are assessed comprehensively then create and issue Compliance Notices, approvals etc. in a timely manner
- Issue and sign certificates as appropriate and in a timely manner
- Where Inspection Reports are deficient, write to the Inspector involved explaining the deficiency and where appropriate the action required
- Provide a timely response to all production enquiries from clients and others
- Act as the first point of contact for OF&G Producer clients that you are responsible for
- Provide accurate technical guidance on the OF&G standards to all OF&G Producer clients and others
- Organise and keep up to date the computer and paper files for all OF&G Producer clients that you are responsible for
- Work with the Processor Certification Department when assessing inspection reports for on-farm processors
- Work with the Quality System Supervisor (QSS) to ensure the timely inspection of all OF&G Producer clients that you are responsible for
- Advise and facilitate the update of technical documents as and when required

Accountability

- Ensure delivery of quality service as defined in CO's KPI's
- The duties of the post and job description will be regularly reviewed by the line manager

General Provisions

- Represent OF&G at relevant meetings and support other staff at shows and events as and when required
- Carry out visits to operator's premises, collect product samples as and when required
- Liaise with OF&G Management on specific Certification Officer Key Performance Indicators (KPI's), as and when required
- Liaise with OF&G administration staff, as and when required
- Liaise with other Sector Bodies and Defra regarding OF&G clients, as and when required
- Liaise with the OF&G Certification Committee regarding OF&G clients, as and when required
- Maintain a tidy and efficient office environment
- Ensure information is treated as confidential
- Other duties within the general scope of the post may be required from time to time

Person Specification

Essential

- A qualification in agriculture and/or horticulture; or a minimum 5 years practical agricultural or horticultural experience

Desirable

- A full UK driving license

Skills and Abilities

- Be willing to attend events which could involve overnight stays
- A multi-tasker, capable of on time completion of multiple tasks
- Good computer skills - Word processing, spreadsheet and database entry knowledge
- Excellent interpersonal and communication skills with the ability to communicate to all levels, both written and verbal
- Detailed systems based approach
- Good organisation skills

Attitude

- Professional, practical, self starter
- Focus on delivering results
- Calm, level headed

The candidate should be able to relate to the ethos of organic systems, and be able to work harmoniously in a small, but dedicated team.