



**SOIL ASSOCIATION CERTIFICATION LTD  
JOB DESCRIPTION**

<b>Job Title</b>	<b>Certification Officer - producers</b>
<b>Reports To (Job Title)</b>	Certification Manager - producers
<b>Location</b>	Bristol
<b>Department</b>	Certification and technical services
<b>Job Summary</b>	After an initial training period, to provide effective account management of a portfolio of organic farmers with a diverse range of production systems, provide assistance on related enquiries and review organic farm inspection reports
<b>Key Responsibilities</b>	<p>Account manage a portfolio of licenced organic customers and provide an excellent service through prompt and clear communication</p> <p>Process organic farm inspection reports, identifying any corrective actions necessary and approving responses if appropriate</p> <p>Maintain the integrity of organic produce by using your practical knowledge and decision making skills to make recommendations to our certification committee where required</p> <p>Answer queries relating to your customers certification through written correspondence and by phone, including calls from potential customers</p> <p>Keep up to date with relevant issues, including training as required, and take a proactive approach to account managing your customers</p> <p>Maintain good relationships with your customers through account management visits, attendance at agricultural shows, conversion events and other external meetings as required</p> <p>Maintain records for all stages of the certification scheme in line with the SA Certification procedures</p> <p>Attend regular producer certification and team meetings</p>
<b>Qualifications</b>	Preferably educated to degree/HND level in a related subject, for example, Agriculture or Horticulture, or equivalent experience
<b>Experience</b>	<p><b>Knowledge</b> Sound understanding of the principles of organic food and farming Knowledge of organic standards</p> <p><b>Essential experience</b> Practical experience in agriculture / farming, preferably gained on an organic farm Experience in a busy, customer-focused environment Previous administrative experience – preferably gained in an customer care role Familiarity with a variety of IT applications</p> <p><b>Desirable experience</b> Experience of working with procedures and work instructions</p>
<b>Personal Qualities &amp; Skills</b>	<p><b>Personal Attributes</b> Able to work on own initiative and as part of a team Good relationship builder Highly organised Empathy with aims and objectives of Soil Association</p>

	<b>Skills</b> Good verbal and written communication skills, including good listening skills Computer literate with good word-processing skills
<b>Salary</b>	Starting salary of circa £17,500 increasing to circa £23,250 after training
<b>Contract type / length</b>	Full time Permanent
<b>Hours of work</b>	37.5 hours per week, Monday to Friday 9.00 - 5.30 with 1 hour for lunch.
<b>Probationary period</b>	6 months
<b>Notice period</b>	1 month
<b>Holidays</b>	27 days per annum plus bank holidays, rising to 30 after 5 years
<b>Pension</b>	Contributory pension after 3 months
<b>Produced by (Name)</b>	Georgina McLeod
<b>Date</b>	29/08/08