



Agricultural Scheme Operations Specialist – Fresh Produce

Are you from an agricultural background and looking for your next challenge? Do you love staying organised, solving problems, and learning new things? If so, this could be the perfect opportunity for you!

We're looking for someone with a solid understanding of UK Fresh Produce and a great attitude to join us as an **Agricultural Scheme Operations Specialist**. You don't need to have done this exact role before - we have a strong technical team in place to support you. What matters most is that you're proactive, calm under pressure, and passionate about delivering great service.

In this role, you'll manage the post-audit process for our Red Tractor, LEAF Marque, and Global GAP schemes, support our 3,000 Fresh Produce members and auditors, and keep things running smoothly behind the scenes.

Principal accountabilities will include, but are not limited to:

- Post-Audit Management: Oversee the post-audit processes to ensure compliance with the Red Tractor Fresh Produce, LEAF Marque, and Global GAP scheme standards
- Client and Auditor Communication: Serve as the primary point of contact for technical queries, providing clear and accurate information to both members and auditors
- Team Leadership: Manage a team of external reviewers to ensure that report reviews are completed accurately and on time
- Administration Oversight: Supervise administration staff to guarantee timely and precise completion of daily processes
- Scheme Management: Collaborate with Scheme Managers to support the day-to-day operations of the scheme
- Inbox Management: Oversee standard-specific email inboxes, ensuring all communications are handled efficiently
- Staff Liaison: Coordinate with staff at all levels to maintain a fluid running of the scheme
- Customer Service: First-class customer service is at the forefront of the role and is always an expectation

QUALIFICATIONS:

- Practical experience in the UK Fresh Produce sector or associated industries
- Strong focus on delivering excellent customer service, with a genuine passion for client satisfaction

- Calm and confident when dealing with challenging situations, with a logical and methodical approach to problem-solving
- High level of accuracy and attention to detail
- Ability to make difficult decisions in a fair and logical way
- Excellent written and verbal communication skills
- Highly motivated and enthusiastic
- Ability to organise and prioritise the workloads of self and others
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook) and open to learning new systems
- Higher education (post high school diploma) in Agriculture (preferred)
- Understanding of third-party certification schemes in agriculture (advantageous but not essential)
- Experience in negotiation and managing difficult conversations (advantageous but not essential)
- Experience in an operations management role (advantageous but not essential)
- Political awareness of the relevant sector (advantageous but not essential)

What NSF offers:

At NSF, you'll be part of a globally respected organisation that's all about protecting people and the planet. You'll be joining a friendly, knowledgeable team that's here to support you as you learn and grow.

This role is a great opportunity to build your leadership skills, gain hands-on experience, and make a real impact in the agricultural sector. We value curiosity, collaboration, and a willingness to get stuck in - and we'll give you the tools and encouragement to thrive.

Apply now and send us your CV and cover letter. Come join our team. We look forward to hearing from you!

About NSF:

NSF is an independent, growing services organization dedicated to improving human and planet health worldwide. We deliver our mission by facilitating standards development and providing world-class testing, inspection, certification, advisory services and digital solutions to the food, water, life sciences and personal care industries. We're passionate about the work we do, because together, we have a broad impact on our world.

Our ~3,000 team members serve 40,000 clients in 180 countries from our 45+ offices and labs, as well as remotely/ at client sites.

More information about NSF can be found at [nsf.org](https://www.nsf.org).

Notice to Agency and Search Firm Representatives: Please note that NSF is not accepting unsolicited resumes from agencies/search firms for this role. Resumes submitted to an NSF Employee by a third-party agency without a valid written & signed search agreement between NSF and said third-party agency, will become sole property of NSF. No fee will be paid if a candidate is hired as a result of an unsolicited agency or search firm referral. Thank you.

