



Agricultural Scheme Operations Specialist – Pig and Poultry

Are you an agricultural professional with strong communication skills, a proactive mindset and a passion for delivering excellent service?

Our team audit and certify businesses across the agriculture sector, helping ensure high standards and consumer trust. As our Agricultural Scheme Operations Specialist, you'll play a key role in managing the post-audit process for our Red Tractor Pig and Poultry scheme, maintaining compliance, supporting members and auditors, responding to technical queries, and keeping operations running smoothly.

You don't need to have done this exact role before – what matters most is having experience and knowledge of the UK Pig and Poultry sector, along with strong communication skills, a proactive approach and a drive to deliver excellent service!

What We Offer:

- **Remote Working:** Work from home, with support from a collaborative UK-based team
- **Comprehensive Benefits Package:** Health cover, death-in-service benefit, company sick pay scheme, and income protection
- **Wellbeing Support:** Access to our Employee Assistance Programme and an annual paid Mental Wellness Day
- **Volunteering Time:** Paid time off to support causes you care about

Principal accountabilities will include, but are not limited to:

- **Post-Audit Management:** Oversee the post-audit process to ensure compliance with Red Tractor Pig and Poultry, and other relevant scheme standards
- **Client and Auditor Communication:** Act as the primary point of contact for technical queries, providing clear and accurate information to members and auditors
- **Team Leadership:** Lead a team of external reviewers to ensure the timely and accurate completion of report reviews
- **Administration Oversight:** Supervise administration staff to ensure daily processes are completed accurately and on time
- **Scheme Management:** Work closely with Scheme Managers to support the day-to-day operations of the scheme
- **Inbox Management:** Manage scheme-specific email inboxes to ensure communications are handled efficiently

- Staff Liaison: Collaborate with colleagues at all levels to support effective, smooth-running scheme operations
- Customer Service: Deliver first-class customer service at all times, ensuring a professional, helpful experience for all stakeholders

QUALIFICATIONS:

- Practical experience in the UK Pig and Poultry sector
- Strong passion for delivering excellent customer service
- Calm and confident when dealing with challenging situations, with a logical and methodical approach
- High level of accuracy and attention to detail
- Excellent communication and relationship building skills
- Highly motivated, enthusiastic, and well organised
- Ability to prioritise and manage workloads for yourself and others
- Confident using Microsoft Office and open to learning new systems

Our Culture:

At NSF, our mission is to improve human and planet health. Our culture is rooted in four central values:

- Do the Right Thing,
- Treat People Well
- Relentlessly Pursue Excellence
- We are one NSF.

These principles drive everything we do - from client service to internal collaboration.

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).

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