

## **Consumer Scientist – R&D – Grade H – 12m FTC**

JACOBS DOUWE EGBERTS

Banbury, Oxfordshire, United Kingdom



**JACOBS DOUWE EGBERTS** is a new €5B global start-up business containing some of the leading brands in Coffee and Tea – Kenco, Douwe Egberts, Tassimo and Jacobs to name a few. Jacobs Douwe Egberts Research and Development (R&D) is part of the Global JDE organization. R&D is the major contributor to the development of innovative coffee and tea products and is constantly optimizing the product portfolio. Focus of R&D is on building technology platforms (TP), new products (NPD), portfolio renovations and productivity initiatives. R&D have a strong involvement in JDE business and are providing valuable input to enable business decisions to be made. Projects are mostly carried out together with Marketing, Operations and Procurement Departments.

The Consumer Scientist is part of the Consumer Science group, reporting to the CS Category Team Leader.

The CS group supports Innovation Platforms & Categories R&D to design the best product/pack (congruent with Brand experience) with the mission to identify, set up and deploy the adequate tools & methodologies to assess consumer behaviour towards product experience and to measure full product experience performance.

The team ensures the early engagement of consumers and brings them at the centre of the product design process. The position collaborates with key partners such as R&D Category lead and Marketing Teams.

### **The Role**

The Consumer Scientist delivers Consumer and Sensory product/appliance guidance to a Category in order to solve their challenges and guide the development of consumer relevant offers which helps JDE achieve growth and profit objectives. The role will lead projects independently (small to medium sized projects) in terms of planning/designing, analysis, problem solving, interpretation, reporting and dissemination of research output. All this is aligned with strong communication and negotiation skills that help build and leverage R&D and marketing relationships to optimize value of the research. This roles involves leading a variety of sensory and consumer researches from front end Innovation, to margin or quality enhancement and broad category research. The candidate will need an understanding of category strategy, to effectively manage timelines and resources directly linked to the research projects.

The Consumer Scientist is able to solve complex problems; is capable of collecting information from different sources both internal and external and can link consumer and sensory data into a compelling story (Excellent communication skills, impactful communication).

The key areas of responsibility are:

- Influencing R&D Category leaders and R&D product developers to build appropriate consumer testing
- Working in close collaboration with internal business partners.
- Leading, influencing, shaping and executing small to medium size projects/Consumer research programs supporting the categories; Designing projects to increase consumer understanding providing actionable output that feeds strategic decisions for business impact.
- Identifying consumer/product/appliance knowledge gaps based on risk and opportunity analysis, and develop hypotheses and creative plans for testing.
- Be recognized as a technical expert in the function.
- Working with managers/category/Quality teams to integrate Insights, by linking prior consumer science learning and strategic thinking to improve business decisions and knowledge base for future strategic planning.
- Contributing to the Consumer and Sensory Capabilities Development; implementation and continuous improvement of CS Best Practices within R&D.
- Managing third parties where applicable including briefing and reporting to meet project objectives.
- Advancing leadership, influence, and consulting skills. Willing to challenge status quo and able to support his/her POV.

### **The Person**

We are looking for an experienced consumer science specialist with a background in sensory and consumer research – preferably in FMCG

To be considered you must have/be:

- BSc/MSc (or equivalent) qualified in a Food Technology/Science/Sensory subject.
- Highly experienced in Sensory and Consumer Research; FMCG would be a plus.
- A deep understanding of consumer and sensory research methods both qualitative and quantitative, psychology/psychophysics, and physiology of taste/flavour
- Able to conduct complex experiments leading to quantitative sensory and consumer insights. Master Sensory and Consumer research techniques (Discriminative, Descriptive, Consumer Quantitative Product Testing, Qualitative Mapping...) Can lead category appraisal and DOE studies. Can design and assess new sensory and consumer methods
- Able to translate technical findings into leverageable insights and action plans.
- Proven experience in leading projects in R&D environment within food/non-food industry and partnering with stakeholders as individuals and teams.
- Able to utilise statistics (univariate, multivariate) to respond to sensory and consumer challenge (Software e.g. XL STAT, JMP, Eye question);

## **What's it like to work at JACOBS DOUWE EGBERTS?**

We are proud of our passionate and driven associates who challenge the status quo and pursue mastery in everything they do. Our goal is simple and ambitious – JACOBS DOUWE EGBERTS: A coffee for every cup

Working with us means you'll be making an impact in a fast-paced, collaborative environment. We work as a team, celebrating success and support one another. Our associates work with a diverse group of like-minded people in an innovative environment committed to doing the right thing across the globe. Your achievements here will get noticed.

Jacobs Douwe Egberts is a global coffee & tea company, serving consumers in more than 80 countries through iconic brands including: JACOBS, TASSIMO, MOCCONA, SENSEO, L'OR, DOUWE EGBERTS, KENCO, PILAO and GEVALIA

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