

Overview:

The Data Controller serves as the first line of support within the business, helping clients and internal teams resolve operational challenges while ensuring the integrity and accuracy of critical business data. Working closely with the Operations Team Lead, this role combines customer support, data management, process improvement, and operational problem solving. The successful candidate will investigate issues, identify root causes, improve workflows, and help drive automation initiatives that reduce manual effort and improve efficiency across the business. This is not a traditional administrative role. It is suited to someone who is highly systems-oriented, enjoys working with data, thinks critically about how processes can be improved, and is comfortable engaging with clients to understand and resolve challenges. The role offers significant exposure to operations, technology, and agriculture, making it an excellent opportunity for someone looking to develop a long term career within a growing AgTech business.

Responsibilities:

- Manage and resolve first-line support queries through internal support systems
- Investigate operational exceptions, support requests, and data-related issues
- Identify recurring operational challenges and opportunities for automation
- Load and manage order information on the platform
- Support pack planning and yield estimation processes
- Perform reconciliations to ensure data accuracy and completeness
- Monitor and resolve missing, incomplete, or inaccurate datasets
- Assist with root cause analysis of operational and system issues
- Work closely with operations and product teams to improve workflows
- Provide feedback on system improvements and process enhancements
- Support the development of scalable operational processes and reporting
- Develop a strong understanding of platform functionality and data flows

Requirements:

- Degree in Informatics, Industrial Engineering, Agricultural Economics, Computer Science, Mathematics, Engineering, Business Administration, or a related field
- Previous experience within agriculture, logistics, supply chain, operations, or technology environments advantageous
- Experience analysing processes, operations, or data advantageous
- Experience managing customer or supplier relationships beneficial