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| ROLE PROFILE |
| Job Title | Operations Manager / Manufacturing Manager |
| Business |  |
| Department |  |
| Location |  |
| ROLE SUMMARY  |
| The Operations / Manufacturing Manager is responsible for managing the performance of the operation /production facility, coordinating resources to ensure production plans are delivered profitably and efficiently, on time and in line with quality standards. Takes accountability for health & safety, food safety and quality, People management and development, and works in collaboration with other managers and business departments to meet the overall objectives of the business. |
| REPORTING STRUCTURE |
| Reports to | Site Director / Operations Director |
| Direct & indirect reports |  |
| SKILLS & ABILITIES  |
| **Leadership & Management*** Be a role model for our Values and Purpose: *“We do GOOD things with GREAT food.”*
* Build a People-first culture with trust-based relationships across teams, departments, and external partners.
* Lead change with confidence — guiding teams through transitions and maximising positive impact.
* Take ownership of challenges, support collaboration, and step in for senior colleagues as needed.
* Align personal growth with business priorities and actively pursue your own continued professional development.

**Health & Safety, Responsible Business*** Champion a behavioural safety culture where ownership and best practice are shared values.
* Lead the delivery of operational risk assessments and ensure swift resolution of issues.
* Actively improve safety standards and coach teams in safe, responsible behaviour.

**Food Safety & Quality*** Take full accountability for food safety — driving corrective action and continuous improvement.
* Collaborate across functions to optimise equipment, processes, and training compliance.
* Lead the review and evolution of SOPs, ensuring production capabilities match product needs.
* Partner with Technical and Commercial teams to resolve recurring issues and guide product feasibility and launches.

**Production Operations & Performance*** Shape and deliver strategic operational plans with input from across the business.
* Work with Engineering and CI to optimise machines and commission new equipment.
* Drive site-wide collaboration to enhance efficiency, planning, and contingency readiness.
* Act as Site Director deputy during audits and visits — confidently representing People, standards, and performance.
* Analyse cost data, forecast budgets, and identify profit opportunities.
* Lead CI and PIP projects that deliver measurable performance and quality improvements.

**People Management*** Facilitate effective communication and foster strong engagement across teams and departments.
* Manage complex ER issues fairly and coach line managers to do the same.
* Build robust labour and skills plans, balancing short-term needs and future growth.
* Promote wellbeing, manage absence proactively, and build a culture of openness and support.
* Lead talent development, succession planning, and career progression strategies.
* Coach, delegate, and inspire others to lead improvement initiatives and deliver high performance.
* Oversee agency usage, planning, and support — ensuring positive onboarding and training.
* Review Colleague feedback and drive action plans to improve retention and engagement.

**Communication*** Provide a clear, strategic vision that inspires teams and drives results.
* Adapt your communication style to suit different audiences and contexts, building influence at all levels.
* Run briefings and meetings that align teams to strategy and enable meaningful, two-way communication.
* Handle sensitive information appropriately and ensure others do the same.
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| KNOWLEDGE & UNDERSTANDING |
| **Leadership & Management*** Know your role as a senior Manager and how to live our Values and Culture Framework daily.
* Understand business mechanics — from financial levers to functional interdependencies.
* Confidently deliver structured, sustainable change programmes with stakeholder buy-in.
* Use strategic planning and structured problem-solving to mitigate risks and deliver results.
* Commit to your own continuous professional development and lead others by example.

**Health & Safety, Responsible Business*** Deep knowledge of all H&S procedures, including risk assessments, investigations, audits, and COSHH.
* Understand sustainability responsibilities and environmental compliance.
* Use H&S systems to manage and monitor standards, including Occupational Health requirements.

**Food Safety & Quality*** Fully understand HACCP, SOPs, hygiene protocols, and quality systems.
* Know the entire manufacturing process, including CCPs, quality checks, and cost structures.
* Understand the roles, structure, and training requirements of your teams.
* Use product knowledge to guide decisions on feasibility, design, and standards.

**Production Operations & Performance*** Confident in short- and long-term operational planning and scenario forecasting.
* Apply CI and Lean principles to deliver and sustain performance improvements.
* Navigate audits, compliance, and customer standards with expertise.
* Manage budgets, variances, and profit margins, interpreting key financial and performance data.
* Use digital tools, KPIs, and real-time data to steer operational outcomes.

**People Management*** Lead with fairness and inclusion, acting as a role model for People leadership.
* Apply policies, processes, and tools to manage working hours, wellbeing, absence, and flexible working.
* Use talent and succession tools to develop People and manage performance effectively.
* Apply coaching styles that foster personal ownership, resilience, and results.
* Manage agency contracts and workforce integration professionally and fairly.
* Conduct inclusive, bias-free recruitment and onboarding using internal tools and frameworks.
* Analyse and respond to feedback from surveys, interviews, and workforce data to improve culture.

**Communication*** Communicate strategically and with purpose — engaging and motivating others at all levels.
* Lead by listening, providing feedback, and presenting ideas clearly.
* Create and deliver presentations that influence key stakeholders and support decisions.
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| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
| TBC |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |
| **Competency** | **Descriptors** |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* |
| Customer Focus | *Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.* |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose Statement and Company Values.* |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* |
| Initiative &Taking Ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose Statement and Company Values.* |
| People Management | The ability to understand people and their motivations, build good relationships with them and help them unlock their full potential. |
| Decision Making & Judgement | In line with our Purpose statement and Company Values, makes timely and informed decisions that keep the organisation moving forward, taking into account the facts, goals, constraints, and risks. |
| Commercial Awareness | Demonstrates an understanding of the impact decisions and actions have on the organisation in line with our Purpose statement and Company Values. |
| Developing Partnerships  | The ability to establish formal and informal relationships inside and outside the organisation, and to anticipate and balance the needs of those whose cooperation is needed for the long-term success of the business. |
| Engaging Others through Change | The ability to communicate a compelling vision, generating genuine motivation and commitment and to act as a sponsor of change. |
| Focussing on the Future | Demonstrates enthusiasm about our future by identifying strategic issues, opportunities to drive sustainable, profitable growth, and managing risk. Clearly communicates links between team and organisational goals. |