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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. | | |
| 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. | | |
| 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. | |