

Samworth Brothers

QUALITY FOODS



ROLE PROFILE			
Job title	Shift Manager	Date	October 2019
Business	Walker and Son		
Department	Operations		
Location	Pre-Bake		
ROLE SUMMARY			
<p>This role is responsible for overseeing and monitoring production, as well as having overall responsibility for staffing and related issues to ensure the smooth running of production. To provide management within a Production Department by the effective, safe and efficient planning, organisation and control of all resources, including labour, materials and machinery. To promote and drive safe working environment and culture within the department</p>			
REPORTING STRUCTURE			
Reports to	Production Manager		
Direct & indirect reports	Team Leader, Operatives		
Key internal stakeholders	Engineering, Hygiene, Planning, Technical, Jelly, Despatch, Health & Safety, Commercial, CI		
Key external stakeholders	Customers & Audits		
KEY ACCOUNTABILITIES AND RESPONSIBILITIES			
<ol style="list-style-type: none">1. Ensure all procedures are implemented and associated records are completed correctly2. Ensure continuous compliance with food safety, health and safety, quality and Good Manufacturing Practice (GMP) standards3. Ensure that all staff are aware of the hazards in the workplace; ensures risk assessments are considered for all activities, routine and non-routine4. Identify own and Team Members training requirements5. Conduct and chair regular huddle meetings6. Anticipate potential problems or delays and plan accordingly7. Correctly assess demands, plan and organise resource appropriately and ensure people have the correct skills levels for appropriate role8. Track performance targets v schedule9. Demonstrate you are part of a proactive team that undertakes safety audits; assists in ensuring that matters identified are closed against agreed timescales10. Keep shift data updated and ensure effective handover to appropriate colleagues coming onto shift11. Use problem solving techniques to eliminate root cause of problems12. Act as a central source of communication between teams and other department13. Build and lead high performing teams and succession plan accordingly14. Offer clear direction on business and departmental strategy15. Embed IOSH Managing Safely as a culture16. Good levels of literacy; is able to write and produce reports and documentation relevant for your role			

17. Good levels of numeracy; is able interpret budgets, variances and financial and statistical data and then take any necessary action
18. Adopt a professional approach to work, treat others with courtesy, respect and maintain confidentiality
19. Adopt an appropriate leadership style to motivate, lead and coach others to achieve results
20. Apply empathy when dealing with people to understand their issues and take time to listen
21. Create positive relationships and work effectively with colleagues
22. Adopt an organised approach to work
23. Show enthusiasm, demonstrating a 'can do' approach
24. Show you are willing and able to accept and adapt to change; including changing demands or objectives
25. Promote a positive environment for the team to operate in
26. Work reliably and effectively without close supervision
27. Accept responsibility for work of self and others

Acting Up

- 1 Review and control performance against all Key Performance Indicators (KPIs) and re-align, re-evaluate where necessary to maximise effectiveness
- 2 Monitor and review production performance with the ability to attend operational and relevant meetings
- 3 Working hours to be altered to business needs

QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE

Qualifications / Experience

Proven experience of modern manufacturing practices
 Food Safety – Level 3 or working knowledge
 Hazard Analysis Critical Control Points (HACCP) – Level 3
 Institute of Occupational Safety and Health (IOSH) Managing Safely
 Proven experience of managing people and performance
 Proven experience of develop high performance teams

Knowledge / Technical Skills

Carry out equipment and material trials and ensure all settings and procedures are documented in accordance with site procedures
 Take a long-term view to assess future demands and develop a people plan to ensure people have the correct skill levels for the future
 Demonstrate an understanding of the broader business outside of own function and interdependencies between own department and others
 Demonstrate an understanding of the principles of Continuous Improvement (CI) uses appropriate tools and techniques
 Has an awareness of financial implications of decision / actions
 Demonstrates an ability to present to auditors and visitors
 Demonstrates an ability to build and lead an engaged workforce
 Demonstrates an understanding of exactly what drives cost within your area
 Demonstrates an understanding of how to manage people
 Demonstrates an understanding of how to manage processes
 Demonstrates an understanding of how to manage projects
 Demonstrates an understanding of how to manage resources
 Demonstrates an understanding of your own responsibilities as a manager to health, safety and environment as per company policy and carry out the company Safe Operating Practices (SOPs) and procedures
 Demonstrates an understanding of how to use appropriate ICT programmes

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	Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success
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 PQP and Federalism.
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 PQP and Federalism.
Attributes & Behaviours	<p>Accept responsibility for work of self and others</p> <p>Adopt a collaborative approach, wanting to work well with internal colleagues at all levels</p> <p>Adopt a professional approach to work and maintain confidentiality</p> <p>Adopt on-going commitment to quality, safety and hygiene standards, and never turns a blind eye</p> <p>Adopt a flexible approach to business requirements</p> <p>Willing to listen and consider the views of others</p> <p>Demonstrates the ability to think ahead to prioritise tasks</p> <p>Demonstrate you are tasks orientated and focused on objectives</p> <p>Demonstrating you are willing and able to accept and adapt to change; including changing demands or objectives, willing to turn your hand to anything and never says, "That's not my job"</p> <p>Adopt an organised approach to work</p> <p>Treat people as equals and generate a rapport build on trust and honesty</p>