

Samworth Brothers

QUALITY FOODS



| ROLE PROFILE | | | |
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| Job title | Production Team Leader | Date | Sept 2021 |
| Business | | | |
| Department | | | |
| Location | | | |
| ROLE SUMMARY | | | |
| <p>Team Leader is a 'hands on' role, providing direction and guidance to a team of operatives on a production line or in a production area, and as line manager is responsible for the team performance in delivering the production plan to the required quality standards in a safe and efficient manner.</p> | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Production Area Manager / Supervisor | | |
| Deputy | | | |
| Direct & indirect reports | Production Operatives | | |
| Key internal stakeholders | Production Management, Technical, Hygiene, Planning, Engineering teams | | |
| Key external stakeholders | Distribution, Customer | | |
| SKILLS & ABILITIES | | KNOWLEDGE & UNDERSTANDING | |
| <p>Leadership & Management</p> <p>Act as a role model for the Samworth Brothers Values and Ways of Working and encourage teams to share in our Purpose of "We do GOOD things with GREAT food".</p> <p>Build good relationships ensuring everyone is treated equally and with respect. Monitor team morale to ensure any concerns or issues are addressed properly and promptly.</p> <p>Support others through change, encouraging them to view change as a necessary and valuable part of business progress.</p> | | <p>Demonstrate an understanding of your role and how it fits into the overall process.</p> <p>Demonstrate an understanding of the business you work for.</p> <p>Demonstrate a coaching style to help others achieve more.</p> <p>Demonstrate a flexible approach to change in order to achieve success.</p> | |

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| <p>Pro-actively takes on personal responsibility and accountability to support Line Manager and cover for Line Manager when unavailable.</p> <p>Continually look to improve by linking own objectives to support the business, and seek learning and development opportunities.</p> <p>Take a proactive lead in continuous improvement projects, including input on SOP content and H&S improvement plans, monitor progress on actions and support implementation.</p> <p>Health & Safety and Environment</p> <p>Ensure safety, health and environmental factors are well managed. This includes preventative action (safety start-up checks and machinery maintenance), identifying and assessing hazards, near miss reporting, assisting with accident investigations, escalation of significant issues in a timely manner, contributing to the delivery and improvement of our 4R plan (reduce, re-use, recycle, recover) and ensuring colleagues have appropriate SHE training.</p> <p>Set a good example of responsible behaviour. Challenge any unsafe behaviours and work with colleagues to improve standards.</p> <p>Food Safety & Quality</p> <p>Ensure colleagues understand, and adhere to, food safety and quality control procedures at all times. Investigate any non-conformance and escalate any concerns or developments affecting food safety / quality to Line Manager immediately.</p> <p>Ensure equipment is set up and operated in accordance with Standard Operating procedures (SOP's) and daily care routines. Promptly escalate to Line Manager if unable to follow the correct process or any faults are observed. Ensure team members are trained and signed off before using equipment.</p> <p>Ensure team members have been trained on SOP's and understand why they are critical.</p> <p>Continuously review how working practices could be adapted to improve food safety, quality, and efficiency. Share your ideas, playing an active part in projects on request.</p> | <p>Proven experience of applying problem-solving skills and planning in a fast-paced production environment.</p> <p>Know the most cost effective and efficient processes for getting things done, with a focus on continuous improvement.</p> <p>Demonstrate the required understanding of the H&S and environmental management system.</p> <p>Demonstrate full understanding of food safety and quality standards.</p> <p>Demonstrate full understanding of the manufacturing process and all quality aspects to be observed.</p> |
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Operations

Ensure the production schedule is followed, unless a change is agreed by your Line Manager, and that product changeovers are achieved in the most efficient and safe manner possible.

Monitor and act upon machinery breakdowns and/or faults affecting agreed machinery running standards. This includes the timely and effective communication and follow up with Engineers.

Contribute to overall business profit through close management of labour and materials. Ensure consistent focus on the actions which control costs and drive efficiency.

Ensure the team works to 'audit ready' standards every day.

KPI's & Data Management

Ensure all procedures for the management of stock, ingredients and packaging are accurately followed and educate colleagues on how their actions impact upon KPI's.

Ensure all production documents and records are completed accurately in a timely manner for your area to enable KPI reporting and ensure full traceability. Resolve or escalate any issues as appropriate.

Communicate team performance during team briefings, agree actions to improve shortfalls and act upon within an appropriate timeframe.

People Management

Allocate tasks fairly, according to job grade, skills and training and ensure job rotation and micropauses are practiced at the agreed frequency.

Supervise labour cover, breaks and overtime to ensure fairness and adequate rest in line with guidelines.

Manage day to day attendance ensuring team members are safe to return to work after periods of absence. Escalate absence concerns to your Line Manager when necessary.

Demonstrate the ability to take a range of information, think things through logically and prioritise workload.

Demonstrate an understanding of the cost of waste to the business.

Role model and encourage the team to live our Purpose (“We do GOOD things with GREAT food”) & Values (“We are a family”, “We Take pride” and “We Make Things Happen”).

Share knowledge and understanding in an inclusive and fair manner.

Understand the importance of wellbeing at work and support your team to share workloads and help one another.

Look out for any sign that a colleague needs assistance and respond appropriately in the event of an issue.

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| <p>Assist and support team members to develop. Upskill people through on-the-job training and regular objective feedback. With support from your Line Manager, play your part in conducting personal reviews with team members (including probationary and annual 'Time with Your Manager' reviews), providing useful feedback and being pro-active in closing off agreed actions.</p> <p>Encourage high performance through positive recognition and coaching. Challenge any underperformance promptly with clarity, providing pro-active support to help team members unlock their full potential. Escalate patterns of poor performance to your Line Manager.</p> <p>Ensure agency workers receive appropriate induction, training, support and supervision and help them integrate into the team.</p> <p>When required, play a part in the recruitment process, including to host departmental tours and support work trial assessments, giving fair and objective feedback.</p> <p>Communication</p> <p>Communicate work instructions and information clearly and ensure these are understood.</p> <p>Contribute to team meetings and briefings. Liaise effectively with colleagues from other teams and departments using a range of verbal and written media.</p> <p>Greet visitors with confidence, share knowledge and understanding of our ways of working when asked. Involve team members, where appropriate, to demonstrate team engagement and empower others.</p> | <p>Demonstrate and understand the importance of clear and timely communication.</p> <p>Understand the importance of active listening and feedback to ensure effective communications in the workplace.</p> <p>Understand the importance of your role on delivering customer satisfaction.</p> |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | |
| <p>To be confirmed</p> | |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS | |
| Competency | Descriptors |
| Values People | <i>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.</i> |
| Customer Focus | <i>Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success</i> |

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| Collaborative Team Working | <i>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.</i> |
| Flexibility & Adaptability | <i>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.</i> |
| Initiative & taking ownership | <i>Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.</i> |