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| ROLE PROFILE | | | |
| Job title | Operations Manager | Date | Jan 2023 |
| Department | Operations | | |
| Location | Trafford Park | | |
| **ROLE SUMMARY**  Summarise in one or two sentences the highlights of the job in terms of its purpose and overall responsibility. | | | |
| To direct, lead and effectively utilise all operational resources to maximise the efficiency of the Site, generating continuous improvement in cost and quality to deliver excellent customer service, whilst focusing on our people | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Operations Director | | |
| Direct & indirect reports | Shift Managers, line managers, operatives, hyg manager | | |
| Key internal stakeholders | Technical, engineering, HSE, supply chain, People team, Finance | | |
| Key external stakeholders |  | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| * Direct leadership and management of the Manufacturing and Hygiene department to ensure that efficiency of all plant is maximised. * To successfully deliver profit and capital plans to meet the requirements of the business. * To continuously challenge and improve the solutions available to the business. To play a pro-active role in supporting the business, to continuously improve the operational effectiveness via utilisation of OEE * To be an active member of the senior management team fully participating in activities required. * To lead, motivate and develop a high performing site team to deliver on time, to the required standards and within budget to meet customer requirements. * To effectively manage and meet budgetary requirements for the site. Pro-actively identify opportunities to reduce costs across all areas of the site. * Review the overall performance and identifying training necessities of production personnel. * Agree Annual and quarterly objectives with direct reports. * Ensure that the site always operates and adheres to the values of the business. * Drive communication and employee awareness/engagement * Organisational design meets business needs volume needs, control labour costs and ensure effective controls are in place and managed. * Work closely with the finance team to identify trends, areas for opportunity and develop PIP ideas * Critically review management capability and ensure development, recruitment and succession plans are in place. * To improve and maintain a safe working environment. Ensuring that those working on site are fully aware and comply with all Health and Safety standards, company and legal requirements. E.g. COSHH, HACCP. * To pro-actively lead, develop and ensure compliance with the Site Quality Management Systems standards and procedures. * Ensure visit ready standards (hygiene, housekeeping and GMP) thereby succeeding with customer visits and audits. * To play a lead role in developing and co-ordinating new products, in conjunction with Technical and/or NPD resources so that new products can be manufactured consistently and within spec. * To drive the successful achievement of KPIs and seek continuous improvements. * Monitor, control and reduce waste in all its forms. * Working effectively with the Supply Chain Department to ensure that effectiveness and utilisation of plant and labour is scheduled and maximised as well as exceeding targeted service level. | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| **Essential**  At least 5 years management experience, in a commercially challenging, results driven, and face paced food manufacturing environment.  You must be able to show an effective process of reporting and managing KPI’s and promote a culture of cost reduction whilst ensuring continuous improvement of product quality, customer service and operational capability.  A highly motivated, determined and enthusiastic individual with strong leadership, management and team building qualities.  The ability and resilience to thrive in a pressurised environment, prioritising workload.  **Desirable**  Preferably with bakery knowledge.  The verbal communication skills to communicate to a wide audience and written communication skills to produce succinct correspondence and reports.  Experience in leading projects and implementing new initiatives. | | | |
| 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.* | | |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* | | |
| Resource Management | *Effectively manages resources and cost drivers to achieve sustainable productivity and profitability.* | | |
| Technical Expertise | *Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.* | | |
| Self-Management | *Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities and resources can be managed to achieve goals.* | | |