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| ROLE PROFILE | | | |
| Job title | Manufacturing Solution Owner | Date | October 2023 |
| Business | Group IT | | |
| Department | Business Solutions | | |
| Location | Leicester | | |
| ROLE SUMMARY (main purpose) | | | |
| The purpose of the role is to manage the Products used in the businesses to support Manufacturing. There are three key areas of focus as follows:   1. **Product Management**   Manage all Software products used to support manufacturing, the selection and implementation of new products, solution design, roadmaps and lifecycle management.   1. **Continuous Improvement**   To drive an ethos of Continuous Improvement, using the products we have better and in a consistent way across the group.   1. **Business Relationship Management**   The role acts as a link between the business 3rd party suppliers and IT.   1. **Process Harmonisation**   Key accountability in driving the process harmonization agenda within the business and team.  In addition, the role is also responsible for managing members of the Manufacturing Product teams and those seconded to work within the manufacturing product team. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Head of Business Solutions | | |
| Direct & indirect reports | Manufacturing Subject Matter experts  Other IT and Business team members on secondment to the manufacturing team | | |
| Key internal stakeholders | Group IT and Manufacturing Project teams, specifically:  Project Manager  Service Transition Manager  Infrastructure Manager  Operations Centre Manager  Solution Architects  ITLT | | |
| Key external stakeholders | Business Personnel involved in Manufacturing processes  Site and Production Directors  Production Management  NPD and Process Management  Finance Team  Supply Chain Managers  Software Providers | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| Key responsibilities are as follows:   * **Third Party Supplier Management**   + Manage the relationship with all Manufacturing related suppliers, acting as a single point of contact for change, service and support   + Establish standard supplier reviews and ensure metrics are available for measuring supplier performance and adherence to SLA’s * **Continuous Improvement (CI)**   + Work with business stakeholders to build and maintain a groupwide Manufacturing CI program, within a structured framework   + Prioritise, plan and deliver CI initiatives, taking into account competing requirements. * **Change Management**   + Work with New Demand and Prioritisation Board to capture, manage and deliver Manufacturing related small change requests   + Define solutions and obtain GroupIT and business buy in   + Work with project teams to define a service transition model and associated RACI showing clear accountabilities and responsibilities.   + Liaise with project teams to build and implement detailed service transition plans and acceptance criteria for all project implementations that impact manufacturing.   + Specify the supporting documentation required from the Project Teams as part of transition planning * **Manufacturing Budgetary Responsibility**   + Manage opex budget and costs associated with the Manufacturingproduct set, including software license costs, ongoing hosting and hardware costs * **Manufacturing Environment Control & Security**    + Ensure appropriate controls, standards and policies are in place to effectively manage and protect the Manufacturing products environments.   + Ensure that appropriate levels of technical documentation are created to underpin the Manufacturing product set * **Manufacturing Application Support**   + Develop, implement and maintain a support model for Manufacturing taking into account existing structures (first line, second line, third line) and 3rd party suppliers.   + Work with service teams, business stakeholders and external third parties to define & agree SLA’s, standard and major incident management processes, problem management process and escalation routes   + Ensure that comprehensive support documentation is accurately maintained and readily available * **Manufacturing Product Lifecycle and Strategic direction** * Liaise with GroupIT teams, the businesses and 3rd party suppliers, to build and maintain a roadmap for the Manufacturing product set, taking into account product lifecycles and business requirements * Work with solution architect and wider GroupIT teams to build a strategy for the Manufacturing product set, based on business priorities and initiatives and integration with other strategic systems * **Business Relationship Management for the Manufacturing Product Set**   + Act as a primary point of contact across the businesses for all Manufacturing related support escalations and changes   + Establish a business framework for building and delivering an effective CI program   + Ensure that Manufacturing updates and changes are communicated to the businesses in a timely manner   + Take feedback from the businesses and work to resolve any issues   MANUFACTURING | | | |
| QUALIFICATIONS, EXPERIENCE, SKILLS / KNOWLEDGE | | | |
| Qualifications | 5 years manufacturing experience is desirable and knowledge of systems (recipe professor, foods connected, redzone, mainsaver, system 21, indigo, SAP) | | |
| Experience | Experience of delivering change, continuous improvement, demand management and account management within a demanding Manufacturing environment  Project Management and Business Analysis skills. | | |
| Skills/ Knowledge | Knowledge of Manufacturing processes and product lifecycle management  Knowledge of Manufacturing and the wider systems environment  Strong stakeholder management skills | | |

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| PERSONAL ATTRIBUTES & BEHAVIOURS |
| This is a business facing role and the personal attributes and behaviours reflect this:  **Good communication skills:**  Ability to deliver clear and precise written and verbal communications and translate complex technical and / or business information in an understandable non-technical way  **Strong stakeholder management skills:**  Ability to manage expectations effectively across a wide variety of stakeholders and deliver difficult messages where necessary with tact.  **Excellent negotiation & influencing skills:**  Ability to manage competing demands and work to achieve buy in for the right solution across functions & teams  **Strong Planning skills:**  Ability to effectively plan the team’s workload, taking into account new demand, CI, Support, project related work |

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| COMPETENCIES FOR SUCCESS | | |
| Competency | Descriptors |
| Customer Service: Works to transform customer experience | Define the service model with customer needs in mind. Take customer feedback into account and plan for future needs. Develop a strong customer focus culture across the team. |
| Develop partnerships: balances competing stakeholders | Work to gain trust across the business, GroupIT and Manufacturing project teams by taking the time to build strong working relationships  Maintain a balance between business requirements, project priorities and the need to ensure a stable robust service for the business |
| Engaging Others through Change | Act as a sponsor of the change to GroupIT ways of working, maintaining a positive proactive attitude when implementing new processes and structures.  Create a compelling vision of the benefits of delivering improvements in Manufacturing and bring the business teams with you. |
| Decision Making and Judgement | Demonstrates the ability to prioritise decisions based on urgency and negotiates skillfully in tough situations |