

Samworth Brothers

QUALITY FOODS



ROLE PROFILE			
Job title	Continuous Improvement Support	Date	Sept 2023
Business			
Department			
Location			
ROLE SUMMARY			
<p>Working alongside managers and teams in the food manufacturing operation, the Continuous Improvement Support role provides consistent practical input to front-line delivery of CI projects and objectives, coaches colleagues to embed new behaviours, and co-ordinates resources and information to drive progress in line with the Manufacturing Excellence strategy.</p>			
REPORTING STRUCTURE			
Reports to			
Deputy			
Direct & indirect reports			
Key internal stakeholders			
Key external stakeholders			
SKILLS & ABILITIES			
<u>Health & Safety, Food Safety</u>			
<ul style="list-style-type: none">• Ensure that delivery of continuous improvement projects and activities maintain full compliance with health & safety and environmental, risk assessments, procedures, and good practice.• Set a good example of responsible behaviour. Challenge any unsafe behaviours and work with colleagues to improve standards.• Work closely with Technical, Hygiene and Engineering colleagues to ensure food safety considerations are well-managed through project delivery.			
<u>Collaboration</u>			
<ul style="list-style-type: none">• 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 <i>GOOD</i> things with <i>GREAT</i> food".• Work collaboratively with managers to build a values-based culture, ensuring that results are achieved with people at the heart of every decision, and consistent focus is given to providing a positive experience for Colleagues.• Build good relationships ensuring everyone is treated equally and with respect. Monitor team morale and escalate any concerns or issues to the line manager.• Continually look to improve own performance and capability by linking personal objectives to support the business, and seek learning and development opportunities.			

Manufacturing Excellence

- Deliver on action plans, as part of a team, which drive progress towards operational improvements in line with the Manufacturing Excellence roadmap and business objectives.
- Support continuous improvement maturity assessments to generate insight and feed into improvement action plans.
- Generate and contribute to ideas for activities which will improve quality, safety, waste, cost, or process performance by fact-finding and analysing data.
- Support Tier 1 meetings, provide guidance and feedback, to embed effective structure, content, and behaviours.

Continuous Improvement Projects

- Deliver actions in line with continuous improvement activity plans and roadmaps, including input on Standard Operating procedure (SOP) content and H&S improvement plans.
- Provide feedback on status as part of project review meetings, and escalates new findings, challenges, and ideas to line manager.

Leading Improvement Teams

- Work with colleagues in the operation to embed the standards and behaviours which result in efficiency and manufacturing excellence e.g., workplace organisation 5S, quality control.
- Co-ordinate localised continuous improvement activities with small teams. Provides clarity on agreed actions, allocates them to appropriate colleagues and follows up to ensure results are delivered correctly and on time.

Continuous Improvement Coaching

- Encourage operational teams towards high performance, and support them to adapt to change using positive recognition and coaching.
- Escalate any challenges or underperformance promptly to the line manager, giving clear information.

Data & Analysis

- Carry out fact finding and analysis to produce useful data and insights for use in continuous improvement activities and decision making.

Continuous Improvement Tools & Techniques

- Apply continuous improvement tools and techniques as part of delivering on agreed action plans and projects e.g., process mapping, line balancing, practical problem solving.
- Provide guidance and feedback to others in the use of continuous improvement tools and techniques in the context of the project or activities.

People & Communication

- Allocate tasks fairly amongst members of a working group, with consideration to job grade, skills, and job rotation.
- Liaise effectively with colleagues using a range of verbal and written media. Interact with others in a way which builds trust and respect, and influences towards positive outcomes and behaviours.

KNOWLEDGE & UNDERSTANDING

Health & Safety, Food Safety

- Understand the Health & Safety and Environmental management procedures: - Safe Systems of Work, Risk Assessment, Accident Investigation & Reporting, Auditing process, Near Miss System, COSHH, Emergency procedures and behavioural safety approach.
- Know how to use the H&S and environmental management system.
- Understand the Food Safety and Quality Management Systems, Process Control documentation, Hygiene schedules and processes, HACCP, Personal Hygiene.
- Demonstrate good product knowledge including understanding the ingredients involved to the customer specifications.

Collaboration

- Understand the 'Continuous Improvement Support' role and how you are a role model for the Samworth Brothers Values and Ways of Working.
- Know the business you work for including an awareness of the part other functions play.

Manufacturing Excellence

- Has a good working knowledge of the manufacturing operation, including processes, standards, systems and software, technology, equipment, product, and customers. Has awareness of related processes, for example preventative maintenance, hygiene, new product launch.
- Knows what excellence looks like in a lean food manufacturing operation, and has a good appreciation of the Manufacturing Excellence strategy.
- Understands how a maturity model and assessment approach is utilised.
- Understands the KPI's and measures in use and what drives cost in the operation.
- Understands what makes Tier 1 level meetings effective - methodology, content, roles, and accountabilities.

Continuous Improvement Projects

- Has a good appreciation of project management methodology and change management principles, and the importance of these in the context of delivering continuous improvement initiatives.

Leading Improvement Teams

- Knows how to take a range of information, think things through logically and prioritise workload.
- Understands how to build effective relationships, delegate effectively, motivate and provide helpful feedback.

Continuous Improvement Coaching

- Has knowledge of coaching methodology and how to use a coaching style to help others achieve more. Has awareness of own communication and working style and can adapt to the audience.

Data & Analysis

- Knows how to collect data and information, and understands the principles of data quality and relevance.

Continuous Improvement Tools & Techniques

- Has a good working knowledge of how and when to use a range of CI tools & techniques e.g., Practical Problem Solving, workplace organisation/5S, SMED.

People & Communication

- Understands how to share knowledge and understanding in an inclusive and fair manner.
- Has a good working knowledge of the Samworth Brothers People Policies and Processes, job roles, skills grades and structure, and People Portal system.
- Knows how to engage and deliver using clear and timely communication.
- Understands how to use active listening and feedback to ensure effective communications in the workplace.

QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS

- Good Manufacturing Practice (GMP), preferably in chilled food manufacturing
- Lean Six Sigma Yellow belt, or Level 3 Improvement Technician Apprenticeship
- IT skills, including Microsoft Office
- People Management experience and/ or qualification desirable

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 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.
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.