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| ROLE PROFILE | |
| Job Title | Production Manager |
| Business |  |
| Department |  |
| Location |  |
| ROLE SUMMARY | |
| The Production Manager is responsible for managing the performance of a production area, coordinating teams, activities, and resources to ensure production plans are delivered profitably and efficiently, on time and in line with quality standards.  Takes accountability for Health & Safety, Food Safety & Quality, People management and development, and works in collaboration with other Managers and business departments to meet the overall objectives of the business. | |
| REPORTING STRUCTURE | |
| Reports to | Operations/Manufacturing Manager |
| Direct & indirect reports |  |
| SKILLS & ABILITIES | |
| **Leadership & Management**   * Role model our Values and Purpose: *“We do GOOD things with GREAT food.”* * Work with peers to foster a People-first, values-led culture that prioritises Colleague experience. * Build respectful, inclusive relationships across teams and departments. * Lead change with clear communication, forward planning, and a calm, solution-focused approach. * Take ownership of challenges and support and deputise for your Manager when needed. * Pursue ongoing personal development and align your growth with business needs.   **Health & Safety, Responsible Business**   * Ensure compliance with health, safety, and environmental procedures. * Proactively identify hazards, complete risk assessments, and support a safety-first culture. * Lead by example in responsible behaviour and address unsafe practices promptly. * Participate in audits and close out findings within agreed timelines.   **Food Safety & Quality**   * Be accountable for food safety and quality, acting quickly and decisively when risks arise. * Monitor processes and equipment to ensure adherence to SOPs and operating standards. * Support Technical teams in root cause analysis and improving process governance. * Review and maintain SOPs and training compliance to ensure consistent, safe practices. * Lead or support product trials and quality reviews, providing input into capability and improvement.   **Production Operations & Performance**   * Work cross-functionally to deliver production plans and adjust where needed. * Partner with Engineering on machine efficiency and preventative maintenance. * Use KPIs and cost data to guide decisions, address issues, and drive continuous improvement. * Maintain audit-readiness and confidently represent the team to external auditors or visitors. * Analyse operational data and lead improvement projects that support PIP and CI objectives.   **People Management**   * Ensure communication is clear, timely, and cascaded effectively across teams. * Manage employee relations fairly and in line with policy. * Forecast labour needs and plan accordingly, including managing overtime and agency labour. * Promote wellbeing and proactively support attendance and absence management. * Coach Managers to grow and develop talent using PDPs and succession plans. * Drive high performance through motivation, feedback, and where needed, formal processes. * Lead recruitment, onboarding, and retention efforts, ensuring a strong team experience. * Monitor agency labour use and support quality induction and supervision of agency workers.   **Communication**   * Communicate confidently using the right method for the audience – written, verbal, or digital. * Lead meetings and briefings that clearly align team focus with departmental and company goals. * Ensure effective handovers and resolve communication breakdowns swiftly and professionally. | |
| KNOWLEDGE & UNDERSTANDING | |
| **Leadership & Management**   * Understand that as a Manager you are a role model of the Company Values and have responsibility to deliver the Culture Framework. * Know how your department links with other functions and contributes to wider business goals. * Plan ahead, manage risk, and problem-solve in a fast-paced environment. * Embrace continued personal development and help others through change.   **Health & Safety, Responsible Business**   * Full working knowledge of H&S systems including SSOWs, COSHH, audits, emergency protocols, and reporting. * Understand the environmental factors impacting your area and how to manage them. * Use H&S systems confidently and lead colleagues in safe behaviours. * Understand Occupational Health controls and support your team’s compliance.   **Food Safety & Quality**   * Strong understanding of all food safety systems, hygiene routines, and quality control documentation. * Clear knowledge of Critical Control Points, common risks, and how to maintain compliance. * Fully familiar with SOPs, product specifications, and customer requirements. * Able to analyse trends, run investigations, and guide continuous improvement actions.   **Production Operations & Performance**   * Skilled in planning, risk mitigation, and contingency management. * Understand CI and lean tools, and how to apply them effectively. * Confident in managing resource use, cost drivers, and audit compliance. * Know how to maintain customer satisfaction through strong operations and quality. * Comfortable interpreting performance data and using IT tools to drive action.   **People Management**   * Manage fairly, inclusively, and in line with Values and people policies. * Apply absence, wellbeing, and flexible working policies with empathy and operational focus. * Use the Performance Enhancement process and coaching techniques to build capability. * Manage agency partnerships effectively and uphold onboarding and training standards. * Understand ethical standards, working hours rules, and how to apply them in practice. * Use talent and succession tools, exit interview insights, and structured recruitment processes to build and maintain strong teams.   **Communication**   * Communicate with confidence and clarity across all formats. * Listen actively, provide constructive feedback, and tailor messaging to suit your audience. * Produce clear reports and documentation relevant to your role. | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | |
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| 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 | *Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.* |
| 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.* |
| People Management | The ability to understand people and their motivations, build good relationships with them and help them unlock their full potential. |
| Empowering Others | Creates an environment where people feel required and enabled to take ownership and responsibility. |
| Coaching for Performance | The ability to help others achieve more through two-way feedback, clear direction and enabling. |
| Analysis & Planning | The ability to take a range of information, think things through logically and prioritise work to meet commitments aligned with organisational goals. |
| Drive for Excellence | Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement. |