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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.
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| 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.
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| 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. |