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| ROLE PROFILE |
| Job Title | Shift/Area Manager |
| Business |  |
| Department |  |
| Location |  |
| ROLE SUMMARY  |
| The Shift/Area Manager manages a number of teams across a production shift/area, coordinating activities and resources to ensure production plans are delivered profitably and efficiently, on time and in line with quality standards. You will take accountability for health & safety, people management and development, and work in collaboration with other Managers and departments to meet the overall objectives of the business. |
| REPORTING STRUCTURE |
| Reports to |  |
| Direct & indirect reports |  |
| SKILLS & ABILITIES  |
| **Leadership & Management*** Lead by example and champion our Values and Purpose: *“We do GOOD things with GREAT food.”*
* Build strong, respectful relationships and foster a collaborative, inclusive team culture.
* Support your team through change, helping them see it as an opportunity to improve.
* Take ownership, seek solutions to challenges, and step in for your Manager when needed.
* Continuously improve by aligning personal development with business needs.

**Health & Safety, Responsible Business*** Ensure the safety and environmental standards are upheld, including hazard spotting, near miss reporting, and proactive management.
* Champion responsible behaviour, address safety concerns, and contribute to sustainability goals (e.g., reduce, re-use, recycle, recover).

**Food Safety & Quality*** Take ownership for food safety in your area (may halt production if safety and/or food safety and quality is at risk).
* Ensure SOPs and hygiene routines are followed and that team members are fully trained.
* Collaborate with Technical and Engineering teams to resolve issues and design safe, efficient processes.
* Support new product trials and take part in product reviews and quality panels.

**Production Operations & Performance*** Ensure the plan is delivered on time and to the right standards.
* Work closely with Engineering to maintain equipment and address breakdowns.
* Drive team efficiency and manage labour, materials, and performance against KPIs.
* Keep operations audit ready at all times and host visitors with confidence.
* Use data systems accurately and maintain real-time information flow across departments.
* Lead and deliver CI and Profit Improvement initiatives, ensuring actions are followed through.

**People Management*** Communicate plans and delegate fairly across the team.
* Manage labour planning, attendance, breaks, overtime, and flexible working in line with policy and Working Time Directive.
* Handle recruitment, agency planning, and onboarding to build strong, capable teams.
* Provide quality training, and ongoing development through Performance Enhancement and coaching.
* Develop and deliver the skills plan for the area/shift in line with job grades and business strategy.
* Support wellbeing and encourage an open, supportive culture.
* Lead performance reviews and manage underperformance constructively.
* Promote Colleague engagement and retention by creating a positive, inclusive team experience.

**Communication*** Communicate with clarity and professionalism, tailoring your approach to suit different audiences.
* Organise briefings and meetings to keep the team informed and engaged.
* Ensure smooth shift handovers and effective communication across departments.
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| KNOWLEDGE & UNDERSTANDING |
| **Leadership & Management*** Understand your role in leading by example and contributing to a collaborative, cross-functional culture.
* Stay aligned with company goals, coach and support others to deliver results and navigate through change.
* Use forward planning and problem-solving skills to manage risks and improve outcomes.
* Commit to your own professional development.

**Health & Safety, Responsible Business*** Strong knowledge of health, safety, and environmental systems including audits, risk assessments, COSHH, and emergency procedures.
* Understand sustainability principles and how they apply to your area.
* Use H&S systems confidently and lead by example in managing safe practices.

**Food Safety & Quality*** Confident in all food safety processes, SOPs, audits, hygiene practices, and Critical Control Points.
* Understand how to design, monitor, and improve food quality systems in your area.

**Production Operations & Performance*** Full working knowledge of SOPs, KPIs, job roles, and resource planning.
* Strong understanding of lean manufacturing and CI tools to improve efficiency and reduce waste.
* Confident in analysing and acting on performance data and audit feedback.
* Understand financial implications of operational decisions and what drives cost in your area.
* Able to interpret data, use IT systems, and support business reporting needs.

**People Management*** Manage people fairly, inclusively, and in line with Samworth Brothers Values and People practices and policies.
* Understand People processes (e.g., absence, performance, recruitment, and agency SLAs).
* Promote wellbeing and create supportive working conditions.
* Use coaching and the Performance Enhancement process to drive growth and improvement.
* Apply ethical and policy-based standards in recruitment and working time management.

**Communication*** Communicate clearly and listen actively to support team success.
* Confident in written communication, including reports and documentation relevant to the 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.* |