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AI-generated content may be incorrect.

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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. | |
| 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. | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | |
|  | |
| 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.* |