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| ROLE PROFILE | | | |
| Job title | Shift Manager | Date | October 2019 |
| Business | Walker and Son | | |
| Department | Operations | | |
| Location | Pre-Bake | | |
| ROLE SUMMARY | | | |
| This role is responsible for overseeing and monitoring production, as well as having overall responsibility for staffing and related issues to ensure the smooth running of production.  To provide management within a Production Department by the effective, safe and efficient planning, organisation and control of all resources, including labour, materials and machinery. To promote and drive safe working environment and culture within the department | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Production Manager | | |
| Direct & indirect reports | Team Leader, Operatives | | |
| Key internal stakeholders | Engineering, Hygiene, Planning, Technical, Jelly, Despatch, Health & Safety, Commercial, CI | | |
| Key external stakeholders | Customers & Audits | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | |
| 1. Ensure all procedures are implemented and associated records are completed correctly 2. Ensure continuous compliance with food safety, health and safety, quality and Good Manufacturing Practice (GMP) standards 3. Ensure that all staff are aware of the hazards in the workplace; ensures risk assessments are considered for all activities, routine and non-routine 4. Identify own and Team Members training requirements 5. Conduct and chair regular huddle meetings 6. Anticipate potential problems or delays and plan accordingly 7. Correctly assess demands, plan and organise resource appropriately and ensure people have the correct skills levels for appropriate role 8. Track performance targets v schedule 9. Demonstrate you are part of a proactive team that undertakes safety audits; assists in ensuring that matters identified are closed against agreed timescales 10. Keep shift data updated and ensure effective handover to appropriate colleagues coming onto shift 11. Use problem solving techniques to eliminate root cause of problems 12. Act as a central source of communication between teams and other department 13. Build and lead high performing teams and succession plan accordingly 14. Offer clear direction on business and departmental strategy 15. Embed IOSH Managing Safely as a culture 16. Good levels of literacy; is able to write and produce reports and documentation relevant for your role 17. Good levels of numeracy; is able interpret budgets, variances and financial and statistical data and then take any necessary action 18. Adopt a professional approach to work, treat others with courtesy, respect and maintain confidentiality 19. Adopt an appropriate leadership style to motivate, lead and coach others to achieve results 20. Apply empathy when dealing with people to understand their issues and take time to listen 21. Create positive relationships and work effectively with colleagues 22. Adopt an organised approach to work 23. Show enthusiasm, demonstrating a ‘can do’ approach 24. Show you are willing and able to accept and adapt to change; including changing demands or objectives 25. Promote a positive environment for the team to operate in 26. Work reliably and effectively without close supervision 27. Accept responsibility for work of self and others   Acting Up   1. Review and control performance against all Key Performance Indicators (KPIs) and re- align, re-evaluate where necessary to maximise effectiveness 2. Monitor and review production performance with the ability to attend operational and relevant meetings 3. Working hours to be altered to business needs | | | |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE | | | |
| **Qualifications / Experience**  Proven experience of modern manufacturing practices  Food Safety – Level 3 or working knowledge  Hazard Analysis Critical Control Points (HACCP) – Level 3  Institute of Occupational Safety and Health (IOSH) Managing Safely  Proven experience of managing people and performance  Proven experience of develop high performance teams  **Knowledge / Technical Skills**  Carry out equipment and material trials and ensure all settings and procedures are documented in accordance with site procedures  Take a long-term view to assess future demands and develop a people plan to ensure people have the correct skill levels for the future  Demonstrate an understanding of the broader business outside of own function and interdependencies between own department and others  Demonstrate an understanding of the principles of Continuous Improvement (CI) uses appropriate tools and techniques  Has an awareness of financial implications of decision / actions  Demonstrates an ability to present to auditors and visitors  Demonstrates an ability to build and lead an engaged workforce  Demonstrates an understanding of exactly what drives cost within your area  Demonstrates an understanding of how to manage people  Demonstrates an understanding of how to manage processes  Demonstrates an understanding of how to manage projects  Demonstrates an understanding of how to manage resources  Demonstrates an understanding of your own responsibilities as a manager to health, safety and environment as per company policy and carry out the company Safe Operating Practices (SOPs) and procedures  Demonstrates an understanding of how to use appropriate ICT programmes | | | |
| 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 PQP and Federalism. | | |
| 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 PQP and Federalism. | | |
| **Attributes & Behaviours** | Accept responsibility for work of self and others  Adopt a collaborative approach, wanting to work well with internal colleagues at all levels  Adopt a professional approach to work and maintain confidentiality  Adopt on-going commitment to quality, safety and hygiene standards, and never turns a blind eye  Adopt a flexible approach to business requirements  Willing to listen and consider the views of others  Demonstrates the ability to think ahead to prioritise tasks  Demonstrate you are tasks orientated and focused on objectives  Demonstrating you are willing and able to accept and adapt to change; including changing demands or objectives, willing to turn your hand to anything and never says, “That’s not my job”  Adopt an organised approach to work  Treat people as equals and generate a rapport build on trust and honesty | | |