

**Job Description**

**Job Title:** Operations Manager (OM)

**Departments:** Manufacturing, Planning and Warehousing

**Reports to:** Group Chairman (GC)

**Direct Reports:** Head of Production (HOP)

Production Planner (PP)

Facilities Manager (FM)

Logistics Manager (LM)

**Key Relationships:** Finance Director (FD)

Head of Research and Development (HRD)

Head of Quality (HOQ)

Group Buyer (GB)

Divisional Directors (DD)

**Hours:** 7.30am – 5.30pm Monday - Friday

**Location:** Lytham

**Date:** December 2018

**Role Summary:**

* Responsible for developing and delivering the full operational strategy in line with the company plans
* Co-ordinating the planning, manufacturing and shipping of all products produced and sold by the company.

**Main Duties:**

**Manufacturing**

* ensure products are produced on time and in line with agreed stock levels
* formulate, implement and deliver the manufacturing strategy
* constantly seek to improve manufacturing performance and efficiency
* keep within agreed budget at all times
* introduce a programme of continuous improvement
* constantly review, challenge and develop the manufacturing processes and their capabilities to meet current and future business requirements
* in conjunction with the HOQ maintain and improve quality standards and product specifications
* project manage and deliver change initiatives as required

**Planning**

* total responsibility for stock forecasting and planning in line with sales plans
* ensure that all planning methods are reviewed on a periodic basis to ensure stock manufactured meets the required demand
* liaise with customer services department, sales teams and Divisional Directors to ensure that any special sales requirements are understood and that the manufacturing plans are in place to deliver
* maintain accurate and effective SOPs
* maintain finished goods and raw materials at agreed levels at all times ensuring no out of stock

**Logistics**

* total responsibility for all warehouse operations
* responsible for the management of international shipments
* formulate KPI’s to monitor daily and weekly efficiency
* ensure all finished goods are shipped within the agreed time limits every day, every week, every month

**Site Maintenance and upkeep**

* full responsibility for all site maintenance at the following locations
  + Boundary Road
  + Dock Road
  + Mill Farm Sports Village
  + Cark Manor
  + Greenlands Farm
  + Kellamergh Park
  + Leominster
  + plus any other properties that may be added in the future

**Vehicle Fleet, Maintenance and Upkeep**

* overall responsibility for all companies vehicles
* ensure all vehicles are kept up to date with regard to servicing
* responsible for overseeing and approving all repairs
* organisation and transportation of show materials to and from shows

**Health and Safety**

* be responsible for all site health and safety
* maintain and improve health and safety standards bearing in mind that the health and safety of our employees is of paramount importance
* ensure all health and safety procedures are implemented effectively and maintained to the highest possible standards

**General**

* ensure all employees under your direct control receive a formal annual appraisal
* coach, mentor and develop all direct reports
* where appropriate introduce personal development plans for key employees
* develop positive employee relations through fostering team working, communication and employee engagement
* ensure all manufacturing and warehouse areas are kept clean and tidy at all times

**Occasional Duties:**

* attend and participate in staff meetings and training as required
* promote and positively foster the integration between Operations and all other sectors of the business
* carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and it’s grading as requested by the Chairman

# Personal attributes

The post-holder will have:

* the ability to lead in adversity
* good interpersonal skills
* the intellectual capacity to introduce new management techniques and handle multi problem issues
* batch and process manufacturing experience
* experience of managing capital projects
* good IT skills and an in depth knowledge of current manufacturing systems

This person will be:

* a self motivator
* able to multi task
* hard working and dynamic: a driver
* numerate and enthusiastic
* loyal and empathetic
* a team player

The post holder will be expected to:

* act with honesty and integrity at all times
* demonstrate high standards of personal conduct
* value and respect colleagues and other members of staff
* work with others to develop and improve our services
* take personal responsibility for their words and actions and the quality of service they deliver

# Job Review

The job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

## Signature of Post holder: ………………… Date: …………………

**Signature of Chairman: …….….………… Date: …………………**