

## Role and responsibilities

### Identity

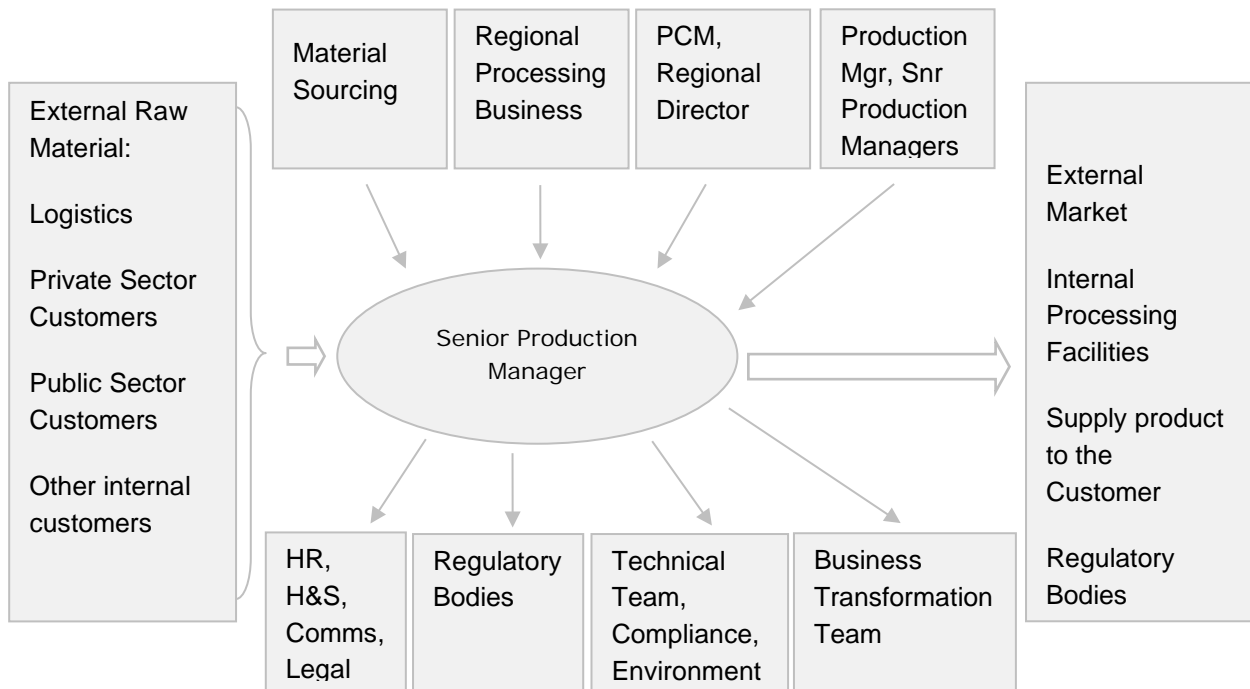
<b>Position title</b>	Senior Production Manager
<b>Line Manager title</b>	Production Operations Manager

### Purpose

(the 'why' of the position, within which limits and according to what objectives)

<b>Why</b>	To manage and lead the day to day operation of a varied input fixed plant production facility with multiple inputs/outputs. To maximise the potential recovery of material ensuring the product is in line with quality specification and in line with compliance requirements.
<b>Within</b>	The agreed framework of the customer contracts and within the set budgetary operational and maintenance costs, and the company's Policies and Procedures.
<b>According to</b>	The Processing Production Business Plan and Customer specification.

## Key stakeholder interaction network



## Ideal candidate experience

Experience of developing, leading and managing a successful team and engaging the workforce.

Health and Safety qualification(s), NEBOSH Managing Safely is essential.

Experience of working within and managing the workforce within a high value installed processing plant.

Professional level engineering/manufacturing qualification or relevant time served.

Exposure to manufacturing techniques: Lean, 7 Wastes, RCA, 8D, 5S, TPM, SMED/POKE YOKE, SPC and Six Sigma.

A track record of delivering against KPI's. Experience of financial planning & budgeting is essential.

Understands the need to operate in a compliant manner.

## Area one - Leadership

Details		Delivery measure
<p>Promote excellent working practice and positive employee relations so as direct reports lead by example and are empowered.</p> <p>Appropriately delegate and direct the site's teams to deliver agreed targets, efficiencies and the site's business plan.</p> <p>Ensure employees demonstrate, live and understand the company values on a daily basis - a well-defined company culture creates balance and a proactive workforce.</p> <p>Ensure that employee Health and Safety is a core value in everything that is done. To ensure the importance of working safely is realised within the wider team and best practice followed.</p>		<p>USAY, PDD's, KPI's</p> <p>Business Control Audit.</p> <p>Adherence to the Regional production business plan. EBIT – achieved/exceed</p> <p>Safety in Mind Observation scores and audits.</p>
In order to	In order to inspire, motivate and enthuse the direct team in achieving and exceeding all business and personal goals	

## Area two - Customer Internal

Details		Delivery measure
<p>To ensure that all site meetings are carried out and ensure the cascade of information to all relevant employees, to ensure messages and information are consistent, accurate and timely.</p> <p>To help build a collaborative relationship with counter parts within the Logistics division, Trading &amp; Commercial Teams and other Regions</p>		<p>Attendance at Meetings</p> <p>Site financial performance and regional growth</p>
In order to	In order to embed open, honest and appropriate information sharing at all levels, maximising co-operation.	

## Area three - Customer External

Details		Delivery measure
To ensure that customers' expectations are met in terms of the quality of the service / product received.		KPI's, contract reviews, customer satisfaction survey, quality claims.
Build positive relationships with external customers ensuring excellent customer service is achieved and expectations are exceed.		Contract reviews, SLA's
To be able to deal with and resolve site complaints professionally and in a timely manner.		Regional production business plan.
In order to	In order to become and maintain first and only choice provider for our customers.	

## Area four - profitability

Details		Delivery measure
To ensure all operational resources are utilised in an efficient and effective manner, helping to control the site's costs.		KPI's, Business plan
To produce monthly reports on operational performance and transparent financial costs and initiatives to measure the sites performance.		EBIT, Provision of Report, KPI dashboards
Understand the operational costs of the site to identify and implement opportunities to increase EBIT		
To ensure that the customer quality specification is met and that all inputs/outputs are balanced to maximise profitability.		Claims
To develop new initiatives associated with the efficiency of processes across the site, and understand the cost/benefits associated with any efficiency.		
To manage the budget preparation, forecasting spends and impact of maintenance activities/production activities.		
In order to	In order to achieve and improve financial performance and KPI's.	

## Area five - Legislative Compliance

Details		Delivery measure
<p>Ensure that the facility is fully compliant with regulatory standards for safety, health and the environment, in order to ensure the company values are upheld.</p> <p>Internal - Comply with safety and environmental audit and corrective action resolution, to proactively manage compliance within the site.</p> <p>Ensure policies and procedures are adhered to and enforced</p> <p>Ensure that all employment activity is in accordance with Employment Law, SUEZ Values and that best practice is adopted and shared, to minimise the risk to the business.</p>	<p>CCS scores, and internal audit.</p> <p>CAR % and actions complete.</p> <p>HR, USAY, Claims.</p>	
In order to	In order to protect the company and our employees.	

## Area six

Details		Delivery measure
<p>To maximise the potential, capability and competency of employees through a thorough, consistent and fair process to encourage the development of appropriate skills for future and current positions.</p> <p>To actively manage all employee performance ensuring that good performance is recognised and poor performance is managed.</p> <p>Utilise the U Say engagement survey.</p> <p>Ensure that employees' roles and responsibilities are clearly defined and communicated. In order that expectations are clear at all levels.</p> <p>To manage all employee relation issues with the site's team e.g. Disciplinary, Grievances etc., ensuring consistency and proactive management of issues.</p> <p>To listen to and understand the needs of the team whilst obtaining the desired production capability from the plant.</p>	<p>PDD completion and Development activities. KPI's.</p> <p>Performance Management</p> <p>USAY</p> <p>PDD's</p> <p>Accountability</p> <p>HR Interaction</p>	
In order to	In order to ensure that the workforce is engaged and effective with a 'can do attitude'.	

## Area seven

Details	Delivery measure
To manage the site's Waste Acceptance Criteria to achieve maximum positive retrieval rate of incoming material.	Waste Acceptance criteria adherence.
Ensure that workplace organisational techniques such as 5S are utilised by the workforce to provide a safe and efficient workplace.	SIM observations,
Ensure the deployment and development of Suez Business Systems including Critical Success Factors, Standard Working Procedures, Layered confirmation.	KPI's, audits
Ensure a focus on MTTF and MTTR improvement	KPIs
To maximise the plant outputs by utilisation of root cause analysis of all issues and use of defect elimination techniques such as 8D.	KPI's
To ensure that elimination of waste is at the core of all activities by the application of the relevant LEAN manufacturing techniques such as error proofing and reduction in changeover times.	KPI's
To implement new technology/processes under the direction of the Principal Commercial Manager	KPI's
In order to	In order to achieve "World Class" Manufacturing status.

## Please note

- In line with our Values and Ethics Charter, the job holder is expected to:
  - Act in an honest, responsible and respectful manner to others.
  - Be responsible for their own professional conduct.
  - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
  - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
  - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
- The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.