

Role and responsibilities

Identity

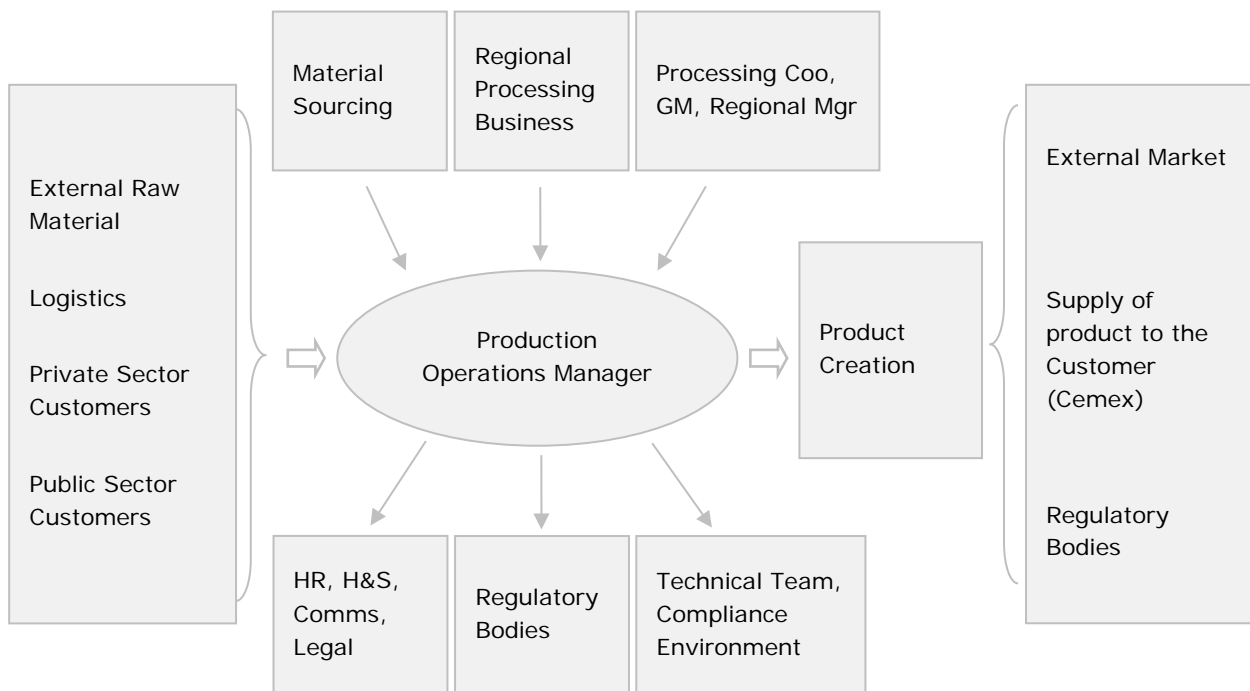
Position title	Production Operations Manager
Date	February 2016
Line Manager title	Regional Manager Production
Grade	7

Purpose

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

Why	To manage and lead the day to day operation and business development of a complex and multiple plant production facility, delivering high volumes of tightly specified product to an exacting customer base. Focusing on the achievement of specified KPI's is essential in driving production efficiency in line with the facilities budget.
Within	The agreed framework of the customer contracts and within the set budgetary operational and maintenance costs, and the companies Policies and procedures.
According to	The Processing Production Business Plan.

Key stakeholder interaction network



Ideal candidate experience

- Able to demonstrate proven managerial experience in a similar environment.
- Experience of building, developing and managing a successful team and engaging the workforce.
- Health and Safety qualification(s), NEBOSH essential.
- Substantial experience of working within and managing a production processing plant.
- Professional level engineering/manufacturing qualification or relevant time served.
- Significant exposure to manufacturing techniques: Lean, 7 Wastes, RCA, 8D, 5S, TPM, SMED/POKE YOKE, SPC and Six Sigma.
- Extensive exposure to static plant installation, project management, modification and maintenance.
- A track record of delivering against financial targets and KPI's. Experience of financial planning, budgeting and capital improvement is essential.
- Understands the need to operate in a compliant manner.

Area one - Leadership

Details	Delivery measure
<ul style="list-style-type: none"> • Demonstrate authority by conveying consistency of knowledge and experience to ensure the development and growth of your direct reports. • Promote excellent working practice and positive employee relations so direct reports lead by example and are empowered. • Effectively manage change and ensure the required outcome is achieved and sustainable, achieving business plan targets and project objectives. • To ensure all key stakeholders are aware of and understand the Processing Production Business Plan to focus on maximising quality of product inputted into the facility. • Appropriately delegate and direct the site team to deliver agreed targets, efficiencies and the sites business plan. • Ensure employees demonstrate, live and understand the company values on a daily basis; A well-defined company culture creates balance and a proactive workforce. • 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>USAY, PDD's, KPI's</p> <p>Business Control Audit. Adherence to the Regional Production business plan. EBIT – Achieved/exceed</p> <p>PDD, USAY</p> <p>Business Plan.</p> <p>Safety in Mind Observation scores and Audits.</p>
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
<ul style="list-style-type: none"> To promote 'open and honest' communication with the direct team to encourage two way communication. To lead Site Meetings with relevant direct reports to ensure the cascade of information to the entire workforce is consistent, accurate and timely. To actively participate in regional and company wide initiatives and engage and communicate outcomes of these meetings to site employees to ensure communication is transparent. Liaise, work closely with and partner Logistics and Material Sourcing counterparts to drive the quantity and the quality material into the facility to ensure a high end quality product is delivered to the end market. 		<p>USAY.</p> <p>Consistency of message delivered.</p> <p>Attendance and action logs.</p> <p>Customer relationship/service.</p>
In order to	embed open, honest and appropriate information sharing at all levels, maximising co-operation.	

Area three - Customer – External

Details		Delivery measure
<ul style="list-style-type: none"> To ensure that the customers expectations are met in terms of the quality of the product received, ensuring this is in line with the contractual agreement. Build positive relationships with the external customer, challenging expectations when necessary and delivering in terms of SUEZ's agreement. To ensure that all customer payments are received in line with their agreed payment terms. To identify and optimise all opportunities to grow the business with each individual customer in accordance with the business growth plans. 		<p>KPI's, Contract reviews, customer satisfaction surveys.</p> <p>Contract reviews, SLA's</p> <p>Regional production business plan.</p>
In order to	become and maintain first and only choice provider for our customers	

Area four - Profitability

Details	Delivery measure
<ul style="list-style-type: none"> To deliver the sites business plan and KPI targets, implementing improvement initiatives should targets/plans not be met. To effectively manage site overheads and keep costs within controlled parameters at all times. To ensure all operational resources are utilised in an efficient and effective manner. Produce and interrogate monthly reports on operational and financial costs and initiatives to measure the sites performance. Understand the operational costs of the site and actions taken which impact profitability. Focus on continuous improvement to reduce production costs and maximise plant efficiency without compromising quality or safety.. Collaborate with other business units within the business to achieve synergies and regional goals. To ensure that the customer quality specification is met and that all inputs/outputs are balanced to maximise profitability. 	<p>KPI's, Business plan</p> <p>EBIT, Provision of Report and KPI dashboards.</p>
In order to	achieve and improve financial performance and KPI's.

Area five - Legislative Compliance

Details	Delivery measure
<ul style="list-style-type: none"> 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. Internal - Comply with safety and environmental audit and corrective action resolution, to proactively manage compliance within the site. 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>CCS scores and internal audit.</p> <p>CAR % and actions complete.</p> <p>HR, USAY, Claims.</p>
In order to	protect the company and our employees

Area six - People

Details	Delivery measure
<ul style="list-style-type: none"> To maximise the potential and capability and competency of employees through a thorough, consistent and fair process to encourage the development of appropriate skills for future and current positions. To actively manage all employee performance ensuring that good performance is recognised and poor performance is managed. Utilise the U Say engagement survey. Ensure that employees' roles and responsibilities are clearly defined and communicated. In order that expectations are clear at all levels. 	<p>PDD completion and Development activities. KPI's.</p> <p>Performance Management</p> <p>USAY</p> <p>PDD's</p> <p>Accountability</p>
In order to	ensure that the workforce is engaged and effective with a 'can do attitude'.

Area seven - Best Practice Implementation

Details	Delivery measure
<ul style="list-style-type: none"> Ensure that workplace organisational techniques such as 5S are embedded within the workforce do to provide a safe and efficient workplace. To maximise the plant outputs by utilisation of root cause analysis of all issues and use of defect elimination techniques such as 8D and six sigma. 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. To continually strive to achieve World Class Manufacturing status by identifying appropriate priority areas for the implementation of TPM and then rolling out across site, ensuring the appropriate maintenance is carried out to provide a safe and efficient workplace. 	<p>SIM observations,</p> <p>SIM observations,</p> <p>KPI's, audits</p> <p>Project plan, audits, change control process</p>

<ul style="list-style-type: none"> • Ensure that all plant modifications are carried out in accordance with the appropriate Engineering and Health and Safety standards, to time and budget by application of professional engineering and health and safety knowledge. • To utilise extensive knowledge of complex production processing plants such as MRF/SRF plants in order to advise on new technology/processes/implementation of new production techniques. 	
In order to	achieve “World Class” Manufacturing status

Please note

1. 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.
2. 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.