

Role and responsibilities

Identity

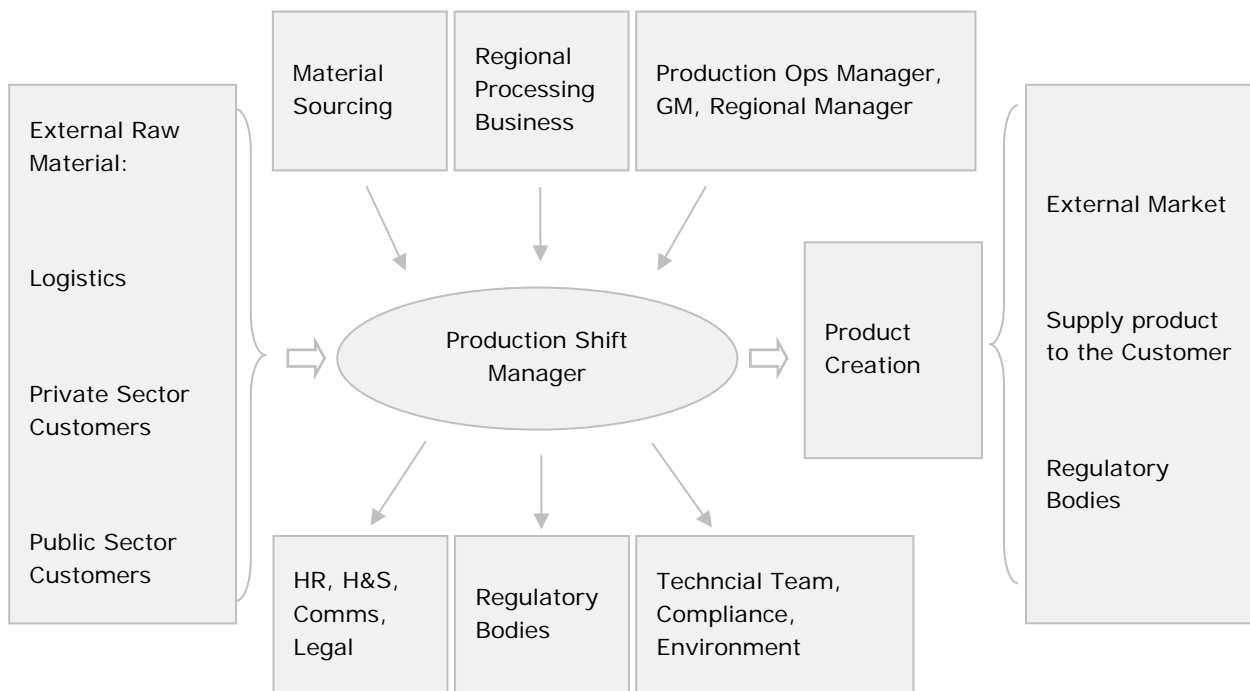
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| Position title | Production Shift Manager |
| Date | December 2015 |
| Line Manager title | Production Operations Manager |
| Grade | 10 |

Purpose

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

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| Why | To manage and control the daily production processes within a Solid Recovery fuel facility/Mixed Recycling/ Alternative Fuel Facility To maximise the potential recovery of material ensuring the product is in line with client high quality specification and in line with compliance requirement. |
| 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 and Customer specification. |

Key stakeholder interaction network



Ideal candidate experience

- Able to demonstrate proven managerial experience in a similar environment.
- Experience of developing and managing a successful team and engaging the workforce.
- Health and Safety qualification(s), IOSH Managing Safely.
- Experience of working within and managing a team within a production 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.
- Experience of process plant operation and both autonomous and professional maintenance of the same.
- A track record of delivering against KPI's.
- Understands the need to operate in a compliant manner.

Area one - Leadership

| Details | | Delivery measure |
|--|--|------------------|
| <ul style="list-style-type: none"> Promote excellent working practice and positive employee relations so as direct reports lead by example and are empowered. Appropriately delegate and direct the sites Production 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>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 play an active part in Site Meetings and ensure the cascade of information to relevant direct reports to ensure messages and information are consistent, accurate and timely. To help build a collaborative relationship with counter parts within the Logistics and Material sourcing division. | <p>USAY/PDD</p> <p>Attendance at Meetings/cascade</p> | |
| In order to | embed open, honest and appropriate information sharing at all levels, maximising co-operation. | |

Area three - Customer – External

| Details | Delivery measure |
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| <ul style="list-style-type: none"> To ensure that the customers expectations are met in terms of the quality of the product received. Build positive relationships with the external customer ensuring excellent customer service is achieved and expectations are exceed. To be able to deal with and resolve site complaints professionally and in a timely manner. | <p>KPI's, Contract reviews, customer satisfaction survey.</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 |
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| <ul style="list-style-type: none"> To ensure all operational resources are utilised in an efficient and effective manner, helping to control the sites costs. Help to produce monthly reports on operational performance and transparent financial costs and initiatives to measure the sites performance. 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. To advise and assist the Production Operation Manager on new initiatives associated with the efficiency of processes across the site, and understand the cost/benefits associated with any efficiency. | <p>KPI's, Business plan</p> <p>EBIT, Provision of Report, KPI dashboards</p> |

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| <ul style="list-style-type: none"> To be able to assist in budget preparation, forecasting spends and impact of maintenance activities. | |
| In order to | achieve and improve financial performance and KPI's. |

Area five - Legislative Compliance

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

Area six - People

| Details | Delivery measure |
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| <ul style="list-style-type: none"> 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. | PDD completion and Development activities. KPI's. |
| <ul style="list-style-type: none"> To actively manage all employee performance ensuring that good performance is recognised and poor performance is managed. | Performance Management USAY |
| <ul style="list-style-type: none"> Utilise the U Say engagement survey. | PDD's |

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| <ul style="list-style-type: none"> • Ensure that employees' roles and responsibilities are clearly defined and communicated. In order that expectations are clear at all levels. • To manage lower level employee relation issues with the SRF team e.g. Disciplinary, Grievances etc, ensuring consistency and proactive management of issues. • To listen to and understand the needs of the team whilst obtaining the desired production capability from the SRF Plant. | <p>Accountability</p> <p>HR Interaction</p> <p>USAY/PDD</p> |
| <p>In order to</p> | <p>ensure that the workforce is engaged and effective with a 'can do attitude'.</p> |

Area seven - Best Practice Implementation

| Details | Delivery measure |
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| <ul style="list-style-type: none"> • To manage the sites Waste Acceptance Criteria to achieve maximum positive retrieval rate of incoming material, along with achieving optimum specification for the sites products. • Ensure that workplace organisational techniques such as 5S are utilised by the workforce 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 aid in achieving World Class Manufacturing status by supporting the implementation of TPM and subsequent roll out across site, ensuring the appropriate maintenance is carried out to provide a safe and efficient workplace. | <p>Waste Acceptance criteria adherence.</p> <p>SIM observations, KPI's, audits</p> <p>KPI's</p> <p>KPI's</p> |

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| <ul style="list-style-type: none"> To implement new technology/processes under the direction of the Production Operations Manager | SIM observations, KPI's, audits |
| 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.