**Role Description & Personal Profile**

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| **Role** | |
| **Job Title:** | Operations Manager |
| **Division:** | AB Neo UK |
| **Department:** | Supply Chain |
| **Location:** | Melmerby |
| **Role Type:**  Permanent, FTC etc | Permanent |
| **Team Structure:**  Reports to, Direct & Indirect Reports | Reports to: Division Supply Chain Director  Direct Reports: Office Supervisor, CS Manager, Production Manager & Engineering Manager |

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| Description | |
| **Impact Statement:**  The contribution of the role to achieving the overall business objective. Span of impact.  Main purpose, focus of the role. | The Operations Manager is accountable for the safe and efficient manufacture of neonatal feed across our site AB Neo UK.  This role will provide leadership across the site ensuring all defined financial, quality and service targets are met, on time in full; performance driven within a framework of continuous improvement, operational excellence, asset care, supportive challenge, development of others and a drive to exceed. |
| **Feed Safety** | Understand the impact of processes and actions on Feed Safety.  Carry out tasks and procedures as trained. |
| **Key Responsibilities:**  The key objectives and accountabilities of the role. (5 to 10 areas) | * Promote best practices, ensuring that site Managers are appropriately challenged, supported, and empowered to drive performance. * Accountable for driving a Target Zero culture, within a framework of defined targets across our operational footprint. * Accountable for the achievement of defined operational controllable cost and savings targets. * Accountable for the achievement of defined manufacturing service levels; i.e. Achievement to Production Plan * Accountability, via the Site Managers for the total manufacturing process to maximize finished product quality standards, consistency and OTIF scores. * Accountable, via the Site Managers for the smooth and consistent day to day running of the production facilities and production planning activity, organisation of personnel and the manufacture of required tonnes. * Ongoing compliance with Health and Safety and Environmental Legislation and Policy. * Ensuring health and safety procedures are communicated to all teams and suitable training / education is conducted with learning embedded to support the procedures. * Ongoing liaison with the Planning, CI, Customer Services and Maintenance leadership teams to ensure an aligned approach to customer service and cost control. * Continuous Improvement: Champion change by using Kaizen as a tool to improve the organization's capability by utilizing people's skill to solve problems proactively and constantly move towards the ideal situation or true north. Be responsible for ensuring that teams are engaging in Kaizen activities every day to proactively go after problems with a shop floor focus. * Develop and coach your team and collaborators to manage and lead in a problem-solving management structure utilizing facilitators and disciplined continuous improvement thinking. * Professional Challenge/Participation: Motivate and involve your team in improving processes through creativity, problem-solving, and learning. This will be accomplished through setting expectations, teaching, encouraging, coaching, and holding employees accountable to utilize standardized work. You'll solicit employees' ideas for improvement and create a work environment where team members are encouraged to take risks and share ideas for improvement. * Define the most appropriate operations and manufacturing strategy for each customer / product assuring budget delivery, performance improvement with the highest quality, service and HSE standards. * Work with the Maintenance team to ensure that an effective maintenance programme is devised and implemented across the site. * Through idea generation and factory review, support the preparation, justification, submission and delivery of any defined capital projects; working closely with key stakeholders delivering the business strategy for each site. * Participates as operational lead in the preparation and execution of annual operating and capital plans. * Ensures the training and development of employees to equip them to perform their assigned duties efficiently and effectively. * Partner and support HR in recruiting, hiring, and all labour relations matters. * Partner with related stakeholders to ensure the identification of quality issues and their root causes, as well as to design and implement solutions. You must also manage and monitor compliance to internal policies / audits and certifications (GMP+, ISOs, etc.) * Maintain regular and proactive contact with Commercial and Support functions * Achieve stretching stock gain targets whilst ensuring compliance to Quality standards and legislation * Ensure responsibility for Feed Safety is understood across all repartees * Champion the company’s Feed Safety responsibilities and quality aspirations. |
| **KPI’s** | • KPIs, budgets, costs, and performance assessments  • Pulse survey scores  • Target Zero scores and accident statistics  • Internal Quality Audit scores and external reports.  • Customer Complaints  • Personal Objectives |
| **Key Stakeholders**  What are the challenges of the relationships, communication strategies required etc | * AB Neo Leadership Team * Site Leadership Team * Supply Chain Director * Production & Maintenance Teams * Planning and CS teams * Target Zero and QA Teams * HR & Finance teams * Direct and Indirect Reports * ABN Logistics Team |
| **Scope**  Depth, Breadth of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility | * Leadership and Ownership of site operations. * Full accountability and ownership of operations budget * Full Leadership of all direct and indirect reports * Full legislative responsibility (Target Zero) * Personal accountability for Continued Professional Development. |

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| **Person Specification** |  | **Essential / Desirable** |
| **Knowledge:**  Consider number of years’ experience, any formal qualifications genuinely necessary or any key areas of knowledge. | * Extensive demonstrable leadership experience in manufacturing environments including ability to manage through change/ develop others. * Experience of SHE and feed safety responsibilities * Experience of auditing quality standards ie UFAS, BRC, SEDEX * Capital Planning and Implementation * Budget Management preferably with forecasting capacity * Lean Manufacturing/CI Experience in implementing on a complex operations multi-shift environment. * Experience of successfully leading organisational change * Project Management exposure * Commercial Management skills | E  E  E  E  E  E  E  E  D |
| **Key Behaviours:**  Consider which of our guiding principles are particularly relevant and also any role specific behaviours | * Responds positively to changing business priorities * Drives performance in self and others via supportive and challenging approach to development * Strong communicator across several platforms * Champions change and influence at all levels * Innovative, creative problem solver * Resilient with an ability to manage ambiguity * Recognises when to persist and when to change course * Commercial / Business acumen * Customer Focussed * Must be able to think strategically and see the bigger picture | E  E  E  E  E  E  E  E  E  E |
| **Other factors:**  Travel, Shift Working, HGV Licence etc | Adopt a creative use of technology, travel, communication mediums and face to face interaction to deliver results & team engagement, whilst achieving a sensible work life balance. | E |
| **Date Agreed:** |  | |
| **Authorised by:** |  | |