



# Lead Operator

## job description



### the finer details

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Which site am I based at?

Which team am I a part of?

Who do I report to?

Who do I look after?

Team size?

Do you have responsibility for a budget?

### qualifications & experience

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#### Essential:

- ♥ Good team working skills
- ♥ Able to undertake manual tasks
- ♥ Attention to Detail
- ♥ Effective Communication

#### Desirable:

### the purpose of your role

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As a lead member of the team you will be supporting the production or supply chain team on the site you are based in the planning, coordination and optimisation of all resources in a defined area of work. You will be the go-to person in the team for support, using your coordination skills you will ensure operational activities are completed and the highest standards of safety, product quality and service levels are delivered to enable the whole team to deliver our fantastic products to our customers.

Working with the teams in an area and the wider site team, you will ensure that the team are able to work productively and effectively. Through the coordination of resources across multiple assets and completing performance improvement meetings on the lines, you will ensure optimal utilisation of our assets and the optimal use of raw materials.

#### Your responsibilities:

- ♥ Demonstrate a commitment to Health & Safety by working in a safe manner, role modelling our safety behaviours, challenging unsafe practices, rectifying unsafe conditions and escalating to other team members when support is needed.
- ♥ Leads the active involvement of the teams in all Health & Safety aspects of their work to support the ongoing improvement to safety practices. Escalate any food safety breach or quality issue and ensure that any product below our standards is identified and held and the issues are escalated appropriately, resolved and released.
- ♥ Active involvement, commitment and governance of the quality management system, making sure all relevant controls and procedures are completed effectively to validate food safety controls and the products we make exceed customer and consumer expectations.
- ♥ Understands, leads and maintains good manufacturing practices and company standards of hygiene, PPE, and dress code. Role models a 'Clean as You Go' approach, leading workplace organisation and visual management standards with the team.
- ♥ With support from and working with the Technical team, understand audit non conformances and consumer complaints and work together to manage communications with the team, putting in place actions to prevent reoccurrence.
- ♥ Leads the facilitation of Short Interval Control Reviews, establishing actions and owners for the ongoing improvements and coordination of task and resource to optimise the operation.

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- ♥ Basic food hygiene
- ♥ Knowledge of HACCP
- ♥ Relevant work experience as a machine Operator in a production environment

- ♥ Analyses and interprets asset performance to establish areas of opportunity and initiates the necessary support to drive improvements to performance and raw material yields.
- ♥ Active involvements in changeover optimisation with the team, identifying areas of opportunity and resource coordination that improve asset utilisation.
- ♥ Communicates and shares performance data and ensures team awareness and connection of how their role contributes to the success of the shift, site and business.
- ♥ Maintains the accurate and timely recording of downtime and raw material usage across the area in support of focused improvement initiatives.
- ♥ Undertake basic fault finding and rectification on equipment and actively support the identification of root cause when escalating to the wider support team when required.
- ♥ Ensuring all equipment is properly cared for through the layered validation of the cleaning tasks and the compliance to the schedule.
- ♥ Train and validate understanding to the highest standard, coaching and mentoring others to build capability.
- ♥ Collate, suggest, initiate and implement improvement activities within own team and outside of team across all shifts
- ♥ Work across the team and effective handovers to understand common challenges and opportunities seeking to identify where investigations may help most.
- ♥ Energises the team and demonstrates a consistently enthusiastic approach, taking action quickly and encouraging others to do the same.

*what good looks like for this role*

**Quality & Customer Focus**

Sets the Food Safety standards within their teams on Food Safety. Understands the quality management process, and controls, ensuring all measures are completed and documented as required. Sets specific KPIs for teams and areas. Reports on levels of compliance and actively coaches teams to develop.

**Planning & Organising**

Takes accountability for planning, monitoring, coordination and completion of activities in the team. Anticipates future demands and develops appropriate plans to meet them. Reviews activities and projects on completion to identify what lessons can be learned.

**Results focused**

Excites interest whilst keeping personal and team efforts focused on priorities and goals. Takes responsibility for delivering quality results within agreed time-scales, owning the performance with the team. Acts with determination

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to achieve results that exceed others' expectations, demonstrating the ambition to be successful within the team.

**Effective Communication**

Encourages and nurtures an environment that supports transparent and inclusive communication within and across the teams. Brings together individuals with diverse backgrounds, skills and expertise then role models behaviours by inspiring, enabling and empowering the team.

**Building Effective Teams**

Builds trust and confidence in team by consistently and honestly sharing known information and treating others with fairness and respect. Puts people first and forms good relationships, demonstrating respect whilst actively encouraging involvement and respectfully motivating individuals who appear less engaged.

**Problem Solving & Decision Making**

Uses skills, knowledge and judgement to generate and evaluate solutions to determine the best way forward. Supports the team to find solutions to challenging issues, involving others before using expertise and judgement to define the root cause.

HR use

Date of last review:

Job reference no:

Job level:

Job family:

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