



MES Platform Key Super User (Connected Worker and Manufacturing WMS) job description



the finer details

Which site am I based at?

Acorn House, with travel to all manufacturing sites

Which team am I a part of?

Empowering Yeo Programme

Who do I report to?

Connected Worker SME

Who do I work with?

Connected Worker SME, site warehouse teams, wider programme team and programme delivery partners

Do you have a responsibility for a budget?

No

qualifications & experience

Required skills & experience:

- Strong understanding of current YV operational processes and best practice ways of working.
- Excellent communication and coaching abilities.
- Good problem-solving and analytical skills.

the purpose of your role

Yeo Valley Production aims to Nurture & Nourish People & Planet by Making Great Food the Right Way. Forever.

Key Super Users will play a pivotal role, working closely with the SMEs to deliver the MES Platform project across Connected Worker (Poka), IFS MES, Crosser for machine connectivity, and manufacturing WMS processes.

Key Super Users act as functional champions across all manufacturing sites, bridging the gap between the project team and operational staff to help ensure the new solution is adopted effectively, consistently and with minimal disruption. In addition, they are integral in design and testing activities and take responsibility for specific data to be transferred into the new system as Data Owners.

Key responsibilities:

Design & Test

Participate in design workshops and review sessions to ensure the solution meets local site requirements across the MES Platform scope.

Be part of the testing team to validate that the new solution works effectively in practice and supports operational requirements.

Data

Key Super User acts as Data Owner and has responsibility for confirming data sources in legacy systems, external databases and other files, and supporting the extraction process.

- Confirm all sources of data in legacy systems, external databases and other sources, and support the extraction process.
- Help define the selection rules used to identify which data is transferred to the new system.
- Understand the mapping and transformation rules to be followed.
- Define the data cleansing required and execute cleansing in line with the agreed plan.
- Prepare additional data where required.
- Review, validate and sign off data during mock data loads and final cutover.

Training & Knowledge Transfer

Participate in early Super User training to learn system functionality and support the testing of training materials, SOPs and process documentation.

- Deliver or co-deliver End User training within their departments, including hands-on demonstrations.
- Provide ongoing floor support as users begin to adopt the new system.
- Support knowledge transfer so new ways of working are sustained after go-live, including helping colleagues build confidence in the system and processes.

Change Management & Communication

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- Comfortable learning new software and teaching others.
- Influencing and change leadership capability.
- Knowledge of existing business data (QMS, Training material, Career pathways, Dynamics data and how it is used operationally.
- Experience developing SOPs/training and coaching end users.
- Logical and systematic work approach.

Desirable:

- Experience with the Poka Connected Worker platform.
- Experience working with external delivery partners (requirements, design, test, go-live).
- Experience contributing to or leading testing activities

- Promote positive adoption of the new system by addressing concerns and reinforcing benefits.
- Encourage consistent use of new processes and reinforce adherence to new standards.

Support

Act as the first line of support for their area during go-live and post-go-live hypercare, helping to stabilise the solution and support adoption at site level.

- Help triage issues and escalate them to the project team where necessary.
- Provide coaching to End Users who need additional support or refresher training, and support Super Users where needed.
- Monitor data quality and process compliance after go-live, helping to correct errors and reinforce good practices.
- Provide feedback to the project team on gaps, improvements and change impacts.

what good looks like for this role

Leadership Principles:

- ♥ **Everyone is the same;** We're all human, with similar needs
- ♥ **Humble, high performing leadership;** We don't rely on hierarchies and have high expectations of ourselves
- ♥ **Transparency;** We share as much information as possible
- ♥ **Listen first;** We actively seek feedback from as many colleagues as possible on our performance, the business and the work experience
- ♥ **Inclusivity;** We value the contribution that every individual can make - bringing different skills, perspectives, personalities and cultures to help our business flourish
- ♥ **Trust;** We have faith in each other to do the right thing
- ♥ **Good humour and generosity;** Working here should be fun, we recognise the importance of small acts of generosity, celebrating success and focusing on the value of spend and not just the cost

Personal contribution attributes:

- ♥ **Insightful;** Substantiates intuition, vision and action with data led validation to provide compelling cases
- ♥ **Commercially astute;** Demonstrates an ability to prioritise both short and long term actions against an accurate assessment of organisational impact
- ♥ **Engaging;** Excellent listening, communication and influencing skills, in all environments; individuals, large groups and small teams
- ♥ **Collaborative;** works effectively with colleagues from across all levels and disciplines within the business
- ♥ **Motivational;** Displays energy and inner confidence which inspires others
- ♥ **Confident and assertive;** Drives action to yield improvement and address issues
- ♥ **Resilient and tenacious;** Overcomes obstacles and challenges to meet objectives
- ♥ **Stakeholder management;** Strong influence and communication skills to navigate organizational structure, from shop floor to board level
- ♥ **Technical knowledge;** Understanding of digital tools, data analysis and process redesign

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- ♥ Involvement in design and test phases, attendance at Super User training and End User training sessions, support during go-live and hypercare, and ongoing involvement as a department champion post go-live, including training new starters.

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Date of last review:

Job reference no:

Job level:

Job family:

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