



## Job Description

**Job Title:** Operations Director

**Reporting To:** Managing Director

**Job Summary/Purpose:** To represent Operations on the Board of Directors, as a part of the Executive Team. Organising and overseeing the Safety & Performance of Operations along with the creation and delivery of the Operations Long Term Growth plan. Meeting current and future Commercial ambitions. The Ambassador for Best Available Technology, ensuring the Place UK Business and People capability are futureproofed in line with Operational trends. Exemplifies our Values with passion.

Accountable for all Operational aspects of the business including, but not limited to, IQF Process, Frozen retail packing, Fresh Packhouse, Health, Safety, Environment, Transport, Engineering, Maintenance, Capital Projects, Site Facilities and Utilities, Security.

### **Duties and Responsibilities:**

#### **Operations and People**

An ambassador for our Company Values, lived daily and embedded throughout Operations. We achieve great things the right way.

Develops and actively promote a positive Health, Safety and Environmentally Culture. ESG drive and working knowledge of appropriate ISO standards, (9001/14001/45001/50001).

Manage all operational activities and ensure they are delivered on schedule & budget.

Promote manufacturing best practice and performance standards, staying updated with industry trends and knowledge.

Align and lead the Operational team to ensure they are engaged, high performing and deliver lead KPIs, that flow through to bottom line results. Coach them to identify and provide effective solutions and develop new metrics to drive safe growth.

Ensure that the operational activities are suitably resourced in line with the operational budget, that staff have the required competencies and are coached, mentored and developed.

Develop, review and deliver positive KPI results in Productivity, Quality, Cost, Delivery, Safety, Environmental and People development that deliver against the Long Term Plan.

Identify improvement areas, researching new technology and alternative methods to increase efficiency and reduce costs. Always have a Capex and Opex pipeline of improvements available to deploy, that meet our evolving needs.

#### **Plan and control change.**

Ensure customer requirements are met in a timely manner.

Liaise and work with the Commercial team to develop and respond to marketing and customer requirements.

Oversee all management of projects from proposal acceptance through to installation, ensuring that they are undertaken within budget, safely, and on time.

Represent the Company at external meetings, workshops and seminars including assisting with Customer and Technical visits.

### **Manufacturing Capabilities**

Define the capabilities of the site to meet the needs of the business in relation to;

- Product Quality (High & Low care operations)
- Service (Order Lead Times, Customer Service Level)
- Cost (Materials, Labour, Overhead)
- Manufacturing capacities, through a live capacity model using standard OEE, Overall Equipment Effectiveness, and TEEP, Total Effective Equipment Performance, to always know our capacity map.
- Volume / Variety matrices.

Identify gaps from current state to actual requirement and prepare plans to bridge any gaps in a time bound manner.

Ensure facilities and equipment relating to the department are maintained, serviced and validated as required.

### **Budget and Capital projects**

Identify and implement cost efficiencies in conjunction with the Finance Director.

In accordance with the business strategy; set and deliver the Business Unit budget.

Understand and develop the requirements for Capital funding:

- to meet the need for development of new products as defined through innovation & NPD based on market need
- to meet the need for production efficiency improvement
- to meet the need for asset replacement
- to ensure person/property safety and environmental compliance/progress

### **Continuous Improvement**

Through analysis of performance data, identify performance gaps, trends and improvement opportunities and communicate internally using visual management standards in production and internally to site management team, addressing Root Cause and coaching Lean principles across all departments. OEE/TEEP/Lead/Lag/Root Cause/Process Map/De-Bottleneck/SPC/5S/Kaizen/Hoshin Kanri expertise as a minimum.

### **Site Communications & Engagement**

Lead by example, ensuring appropriate cross functional alignment & engagement with all functions as appropriate to the site needs and the benefit of the business as a whole. Contribute to and deliver on the People Plan.

Ensure quality and technical departments work to ensure that all customers quality specification are met and maintained in a cost optimal fashion..

Manage and develop relationships with suppliers and contractors.

Actively manage all site communications with all internal and external stakeholders. Passionately promote the site with customers and internal stakeholders. Engage & build good working relationships with employees on site.

I confirm I have read and understand the job description for my position which describes my duties and responsibilities, I also understand that I am responsible for performing other related duties as required which may not be listed.

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Name (Printed)	Signature	Date

***This document is designed for guidance only and is not exhaustive.  
Duties may change or be added and deleted to meet the changing requirements of the business.***