

	<b>GENERAL MANAGER - Plant Operations</b>	<b>POSITION DESCRIPTION</b>
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**REPORTS TO:** Chief Executive Officer (CEO)  
**CLASSIFICATION:** Common Law Contract  
**SITE:** Lockwood  
**APPROVED:** General Manager and People & Performance Manager  
**DATE:** November 2015

## PRIMARY OBJECTIVE:

The General Manager – Plant Operations is responsible for general management of all phases of plant operations including: primary processing, production, engineering, maintenance and product warehousing. Responsibilities also include recruiting, hiring and training personnel and facility/physical plant up-keep and capital improvements. In addition the position is responsible for annual budget planning and execution. The position works closely with primary processing, production, engineering and maintenance teams to increase productivity and profitability within the food manufacturing operation of Hazeldene's.

## KEY DUTIES:

- Provide leadership for the successful day-to-day operation of the Lockwood Plant
- Work closely with plant and quality assurance personnel to review product quality consistency while monitoring yield rates and wastage to determine trends and areas of improvement
- Review established production schedules for all manufacturing departments to ensure established inventory levels are met while operating at the highest efficiency possible
- Overall responsibility for ensuring that staffing and competency levels are achieved/exceeded in all aspects of the manufacturing process
- Monitor operation expenses and research ways to reduce costs while maintaining product quality
- Develop and execute the plant manufacturing budgets, including relevant departments accountable to the achievement of budgets
- Analyse workforce requirements
- Conduct performance appraisals and provide coaching and guidance to all operations managers
- Encourage and promote operations in a continuous improvement environment
- Remove production constraints; allocate human and equipment resources and direct production employees to attain all established goals
- Remove waste and constraints from the production process to improve efficiencies and enhance productivity
- Work in collaboration with Marketing and Quality Assurance Divisions to develop and bring to market new products
- Work with the Purchasing Manager to develop and improve supplier relationships for all Plant inputs
- Work in collaboration with the People & Performance Manager to manage relationships with site Unions and negotiate enterprise agreements as needed
- Maintain primary processing and production equipment and ancillary services
- Maintain plant site security systems

## OH&S / Quality Systems

- Work closely with the People and Performance Manager/Occupational Health and Safety Manager to ensure all members of responsibility of this role are aware of safety requirements, both legislative and Hazeldene's policies/procedures, to provide a safe workplace for our employees
- Maintain and support a superior safety and housekeeping program, including all timely communication initiatives

- Promote the proactive reporting of workplace hazards identified during the course of work to the appropriate person, following standard operating procedures
- Ensure adherence to the relevant quality standards, confer with the appropriate Hazeldene's personnel on application of methods, production standards and food safety programs
- Comply with all relevant Codes of Practice relating to the Welfare of Domestic Poultry and ensure the welfare of birds held and processed in the Primary Processing Plant in accordance with the RSPCA Approved Farming Standards
- Notify PrimeSafe and or AQIS of serious or reportable incidents which may jeopardise public health or the QA arrangement ensuring that the CEO is aware of such incidents in real time
- Responsible for ensuring the Business Continuity Plan, in consultation with the Chief Executive, is current and that regular drills are conducted with a view to maintaining the continuity of Hazeldene's in the event of an emergency

## **POSITION DIMENSIONS:**

Position Reports To:	Chief Executive
Directly Supervises:	Senior Primary Production & Warehousing Manager, Senior Production Manager and Engineering Services Manager
Internal Liaisons:	General Managers, Service Managers, OH&S Manager and Officer, all HCF employees
External Liaisons:	Contractors

## **ACCOUNTABILITY & AUTHORITY:**

The General Manager – Operations is responsible and accountable for the day to day running of all aspects of the manufacturing plant at Lockwood. The role is responsible for managing the companies fixed and loose assets located at this facility.

## **KEY SELECTION CRITERIA:**

### **Knowledge, Qualifications & Experience**

- Tertiary degree qualified in a Manufacturing/Management and/or Operations discipline or other related field
- 7+ years progressive experience in a key leadership/management role at a food manufacturing facility
- Previous experience/strong understanding of budgeting/expense management with a basic understanding of financial and accounting practices
- Strong computer skills including the ability to prepare spreadsheets and use Microsoft Office Products (Word, Excel, Power Point and/or Access) to analyse data and trends
- Previous experience/best practices implementing and using continuous improvement/lean tools such as; Six Sigma, 5-S, Lean Manufacturing, Transactional Lean, etc. to drive improvement
- Previous experience/broad understanding of safety systems and enforcement of safety rules and policies

### **Interpersonal Skills**

- Demonstrated strong leadership, team building and advanced coaching skills
- Demonstrated ability to motivate people, assess and develop employee skills
- Ability to work with teams and lead decision-making processes in a team environment
- Excellent interpersonal communication and listening ability

### **Management Skills**

- Demonstrated understanding of the principles and applications associated with manufacturing operations, maintenance and engineering.

- Excellent planning and organisational skills, with the ability to balance production, maintenance and customer needs
- A strong ability to be adaptable and flexible
- Strong analytical and decision-making skills
- Highly motivated, results oriented, driven

## **KEY PERFORMANCE INDICATORS:**

- Achievement of business plan objectives
- Production efficiency and performance targets are met consistently
- Plant chain line downtime maintained below set targets
- Corrective actions recorded from external quality audits to be below set targets
- Customer complaints relating to plant operations to be below set targets
- 80% staff satisfaction rating for leadership and management
- 80% satisfaction rating by other Business & Service Unit managers for inter-function co-operation
- Proactively identify, monitor and address staffing issues within your team with the assistance of HR where required
- Maintain all plant assets loose and fixed to a high standard within budget constraints
- Delivery of a quality product at a cost effective price
- Once weekly recorded tool box meetings with [Division] senior personnel
- Monthly recorded work group briefings with [Division] senior personnel, including briefing of relevant policies and procedures
- Business Unit and Service Unit Managers re [Divisions] service performance/inter-function co-operation
- Accurate and timely reporting of all relevant matters