Job Description

Job Title: Operations Manager

Main Purpose of Job Role:

Reporting to the Managing Director, you will be responsible for helping to achieve the company’s sales turnover, on time delivery and profit targets by:

1. Ensuring that jobs are manufactured correctly, cost effectively and delivered on time in accordance to customer build specification and quality requirements.
   a. Communicating with all the relevant people / dpts and co-ordinating all relevant inputs (people, plant and processes) to ensure production output and on time delivery targets are achieved.
   b. Planning, scheduling and reviewing workload to ensure production output and on time delivery targets are achieved cost effectively.
   c. Ensuring that the shop floor has the necessary manpower, competence, skill, knowledge, plant and tooling required in order to achieve production targets.

2. Managing the Purchasing function / dpt to ensure material is purchased cost effectively and available for production when required.

3. Managing the Inventory function / stock control dpt to ensure raw material and product is receipted, located, stored and transferred correctly and that the company’s stock inventory is accurate.

As part of the senior management team you will also be jointly responsible for contributing towards the achievement of the company’s strategic and operational targets and overall business aims.

The job role may include other reasonable duties/tasks from time to time.

The role carries direct managerial responsibility for the production, programming, purchasing & stock control personnel.

Main Duties:

1. Production

   • Contract Review / Capacity Planning
     i. Ensure production departments have sufficient time to manufacture and deliver on time according to the customer’s request.

   • Planning & Scheduling of Workload
     i. Manage customer order / schedule requirements.
     ii. Pre-plan production and deploy a daily prioritised work schedule to the shop floor with appropriate time deadline targets.
     iii. Set, monitor & review work load schedule

   • Production Control
     i. Monitor & review production progress against deadline targets to ensure on time delivery.
Job Description

ii. Adjust the production schedule as required and communicate any change to delivery date with the customer accordingly.

iii. Monitor & review manufacturing operations to ensure correct quality standards.

iv. Ensure that all production related activity is time and cost efficient / effective.

v. Ensure all plant and equipment is maintained & repaired.

• Quality Control

i. Ensure production/quality processes, equipment being used and the working environments are all conducive to producing a high quality product / service.

ii. Monitor production activity to ensure that the appropriate manufacturing methods are employed and that sufficient due care is taken in order to meet the customer’s build and quality specifications.

iii. Ensure rejected product / non conformance is rectified as high priority and that customers are kept informed accordingly.

iv. Ensure the correct non conformance paperwork is raised and processed with every reject.

2. Purchasing & Inventory Management

• Purchasing

i. Sourcing, negotiating and managing the purchase of all materials and services for production.

• Inventory Management

i. Organising, planning and co-ordinating all inventory management activities

ii. Ensure that both goods inward and distribution departments are well organised and adequately resourced to sufficiently support production and the goals of the business.

iii. Ensure incoming product is processed and managed appropriately according to company procedure.

iv. Ensure materials are ready and available for production as and when required.

v. Ensure that any materials that are late or holding up production for whatever reason are chased and followed up until received.

vi. Ensure sub contract processes are received back and that suppliers are chased if late.

vii. Ensure that finished product is well packaged, labelled and delivered according to the agreed delivery date.

viii. Ensure materials are ready and available for production as and when required.
Job Description

ix. Ensure that any materials that are late or holding up production for whatever reason are chased and followed up until received.

x. Ensure sub contract processes are received back and that suppliers are chased if late.

xi. Ensure that finished product is well packaged, labelled and delivered according to the agreed delivery date.

xii. Ensuring that all manufacturing and inventory systems / processes run efficiently and effectively.

3. Human Resource

• Recruitment & Employment
  i. Ensure all recruitment and employment is carried out in accordance to company procedure and in compliance with current employment law.

• Staff Training & Development
  i. Establish goals and objectives for self and team and implement accordingly to help support / improve job performance (experience, ability, competence).
  ii. Be aware of and promote manufacturing best practice and performance standards.
  iii. Develop and monitor performance standards.
  iv. Identify individual training needs.
  v. Implement, monitor and review training and development plans.

• Performance Management & Annual Appraisals
  i. Monitor, review and address personnel under performance, maintaining appropriate records in accordance with company procedures.
  ii. Conduct and record annual performance appraisals.
  iii. Ensuring that the appropriate systems and processes are in place to measure and manage staff performance and to coach and develop a high performance workforce.

• Discipline & Grievance
  i. Monitor, review and address personnel under performance, liaising with the Managing Director and maintaining appropriate records in accordance with company procedures as required.
  ii. Address any staff discipline or grievance issue, maintaining appropriate records in accordance with company procedures.

4. Customer Service

i. Maintain proactive, dynamic and effective communication with customers at all times.
Job Description

ii. Offer flexible and helpful customer service to maintain a high level of customer satisfaction and repeat business.

5. Health & Safety

i. Promote & maintain awareness and compliance of H&S in accordance with best practice and legal requirement.

6. Operational Performance

- Monitor and manage production KPI’s
  i. Achieve the company’s on time delivery target of 95%
  ii. Control all associated operational and manufacturing costs according to the prevailing annual budget forecast.

- Develop & implement operational improvements
  i. Ensure non value added activity is reduced in all manufacturing processes by using lean / kaizen tools and techniques.
  ii. Manage change to meet current business requirements.
  iii. Implement manufacturing improvement processes and systems to reduce inventory, increase throughput and minimise costs.

- Developing a high performance workforce
  i. Promoting and upholding company performance standards and ideology (on time delivery, quality, lean manufacturing, continuous improvement, housekeeping & work ethic).
  ii. Operational Excellence
     • Right first time
     • High productivity
     • High efficiency
     • High effectiveness
     • Minimise Waste / Maximise value add

Person Specification:

- Ideally educated to HNC/HND/Degree level in Mechanical Engineering and/or have a relevant professional institute qualification.
- Possess a broad background in mechanical engineering / manufacturing with a wide range of knowledge on manufacturing and production processes, preferably sheet metal related.
- Possess experience of subcontract environment.
- Ability to read and interpret mechanical engineering & technical drawings.
- Have a working understanding of production planning & scheduling.
- Have a working understanding of procurement & MRP
- Have a working understanding of stock management systems.
Job Description

• Have a working understanding of quality management systems.
• Have a working understanding of health and safety best practice and legislation.
• Have a working understanding of the principles and tools of lean manufacturing and continuous improvement tools within a low volume, high quality manufacturing facility.
• Possess experience in the operating within ISO 9001:2008 Quality Management System.
• Strong problem solving skills & ‘design for manufacture’ skills.
• Be comfortable dealing with and efficient in processing paperwork.
• Possess a working understanding of leadership principles and management best practice.
• Possess excellent verbal and written communication skills for a demanding and customer focused working environment.
• Possess excellent personal organisation and business administration skills in accordance with modern best practice methods.
• Ability to meet greet and talk with customers and potential clients
• Ability to build a high performance team who can operate efficiently, effectively, productively and cost effectively.
• Be personally energetic, dynamic, positive, enthusiastic and possess the ability to think laterally and act through reasoned decision making.
• Be able to get things done and make things happen to achieve the aims of production and the business.
• Possess the ability to work productively, efficiently & effectively with initiative and drive under tight timescales and pressure whilst maintaining attention to detail and quality.
• Possess the ability to implement and mange change in the business.
• Possess the willingness to learn, improve and adapt.
• Possess strong computer skills and competency in basic MS Office applications - outlook, excel & word in particular.

Responsible To: Managing Director – Stuart Small

I have read, understood and accept my job description as detailed;

Signed: 

Dated: 

Send to Stevens Rowsell & Co Ltd, 6 Wainwright Close, Churchfields Industrial Estate, St Leonards-on-Sea, East Sussex, TN38 9PP