# Clonmel Role Profile: Team Manager (Process Area)

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| Job Title: Team Manager (Process Area) | **Clonmel Site** | **Reporting to: Head Cider Maker & Brewing Manager**  |
| **Purpose**: The Team Manager will be responsible for:* The day to day running of the relevant operational & processing area. Ensuring KPI targets are met in Production, Quality, Health and Safety, Environmental and costs.
* Manage and develop the team, championing continuous improvements, while maintaining and delivering excellent performance standards.
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| Key Result Areas | Key Performance Indicators | Qualifications, Skills & Experience |
| * **Quality, Health & Safety, Hygiene, and Environmental -** Ensure all Quality, Health & Safety, Hygiene, Environmental and Food Safety standards are met in relevant process and fermentation areas.
* **Stock reconciliation:** Maintain a stock reconciliation system which maintains losses within agreed loss levels. Carry out regular stock reconciliations and provide reports in a timely manner to Finance.
* **Yield Management:** Measure and control losses within your area of responsibility within company agreed parameters.
* **Liquid Planning & Delivery:** Contribute to the preparation of Liquid Plans, including analysis of current activities and performance to deliver best practice and more effective operations ensuring the delivery of liquids for packaging on time and in full meeting the production schedule.
* **Operational and Employee Resourcing** – Ensure the process facility is appropriately resourced, including people, facilities, raw material, etc, to ensure delivery of targets. Ensuring the team have the right skills both technically and behaviourally to run the areas.
* **Leadership &** **Performance Management** - Lead, manage and develop the team to create an open, responsive and cohesive working environment to support a continuous improvement culture. Manage the performance of the team through personal development plans and objectives, to achieve the area strategies. Have suitable succession plans in place to ensure team development
* **IR/ER** - Ensure all local IR issues are handled and managed at an appropriate level, to maintain effective working relationships.
* **Continuous Improvement** - Work with your team to develop operational solutions to minimise down-time and costs and achieve improved operational targets in line with area strategy.
* **Technical Knowledge** - Provide technical advice and guidance to operational team and associated functions to ensure effective resolution of operational issues.
* **Budgeting** - Contribute to the delivery of operational budgets
* **Customer** - Liaise with external & internal contacts to ensure supply of services/products to meet operational requirements in a timely way.
 | * Compliance with: -
	+ - Health, Safety and environmental legislation
		- Quality standards
		- Operational standards and requirements
		- Company standards, practices and policies
* Achievement of Operational area performance in terms of:
	+ - Liquid Delivery & service levels
		- Operational targets
		- Quality targets
		- Waste targets
		- Budgets and Cost parameters
		- HACCP
		- Hygiene standards
* Completion of weekly stock takes of:
	+ - Concentrates/Liquid product
		- Sugars
		- Acids
* Completion of monthly stocktakes of all additives and liquids.
* Use of Stock control software (AS400) to monitor liquid movement and usage
* Resolution of operational issues
* Competent and capable operational teams
* Effective training and development of the team
 | * Appropriate third level/technical qualification or relevant experience.
* Experience of managing high volume Operational teams in a shift environment.
* Good working knowledge of process/fermentation processes
* Track record of leading high level performance teams within an operational environment
* Successful track record of problem resolution
* Ability to deliver under pressure
* Strong leadership skills
* Excellent communication skills
* Strong motivational and development approach to support others
* Excellent team player
* Good PC skills
* Quick thinker and learner
* Experience of using trending, root cause analysis and problem-solving tools to continuously improve performance. Good working knowledge of production engineering processes and best practice.
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| **Dimensions**: Responsible for Management Process/Fermentation areas and associated teams. |