# Clonmel Role Profile: Team Manager (Process Area)

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| Job Title: Team Manager (Process Area) | **Job Holder:**  | **Reporting to: Head Cider Maker & Brewing Manager**  |
| **Purpose**: Manage the relevant operational area 24/7 to ensure achievement of delivery, quality and cost targets through highly efficient progressive teams and excellent internal customer relations. To push the performance of their operational areas to WCM standards. |
| Key Result Areas | Key Performance Indicators | 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 fit for purpose stock reconciliation system which maintains losses within company agreed loss levels. Carry out weekly and monthly stock reconciliations as directed and provide outputs of these in a timely manner to Finance.
* **Yield Management:** Measure and control losses within your area of responsibility within company agreed parameters.
* **Liquid Delivery** – Ensure the delivery of liquids to the packaging lines /Process areas exactly as needed by the weekly production schedule.
* **Operational Delivery and Employee Resourcing** – Ensure the process/fermentation facility is appropriately resourced, including people, facilities, raw material, etc, to ensure delivery in line with strategic plans and targets.
* **Leadership** - Lead, manage and develop the operational teams to create an open, responsive and cohesive working environment to support a continuous improvement culture.
* **Performance Management** – Manage the performance of the team to achieve the area strategy.
* **IR/ER** - Ensure all local IR issues are handled and managed at an appropriate level, to maintain effective working relationships.
* **Planning** - Contribute to the preparation of operational plans(Liquid Plans), including analysis of current activities and performance to deliver best practice and more effective operations.
* **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 and Safety 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.
* Weekly check of tank locations on JDE to ensure that each tank only holds one SKU on the system, additional volumes to be investigated and removed from tank (issued to WO for preference, Stock Adjusted dependent on value).
* 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
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| **Dimensions**: Responsible for Management Process/Fermentation areas and associated teams. |