



Job Title	Luxury Operations Team Leader
Job Level	4A
Location	Arete, Cumbernauld
Business Unit	Group Packaging & Supply Chain
Function	Packaging - Arete
Leader	General Manager
People Leadership	Approximately 25 Team Members

Role Purpose

Lead the luxury operations team, developing and managing a multifunctional team across 4 packing lines and being the champion of continuous improvement: focusing on right-first-time product quality, zero safety incidents and full compliance to all required standards and regulations.

Responsibilities

- Develop and lead the Luxury Operations team to achieve optimum levels of production performance and engagement, driving the attainment of all required key performance indicators and providing motivation and direction while empowering supportive attitudes between teams/functions in line with company values.
- Ensure area of responsibility is compliant with all Health & Safety, BRC, Environmental & Customs Legislation and lead team(s) to be proactive in addressing safety observations / risks.
- Responsible for ensuring overall product quality meets defined standards, ensuring all processes, equipment, documentation and training are appropriate, compliant and safe.
- Provide necessary support and training to staff in order to achieve personal objectives and realise company benefit
- Develop & maintain strong relationships with key internal and external stakeholders to ensure delivery of shared objectives.
- Manage the area of responsibility budget including variable and fixed costs for maximum functional benefit.
- Own & report on the daily, weekly and monthly deliverables (KPI's), monitoring and leading action when required to ensure commitments against deliverables are met
- Lead the start-up of a new multi-million pound luxury manufacturing line, ensuring effective management of the cross-functional delivery team and validation of the line to achieve implementation on time and within budget; and proactively contribute to the planning and execution of any future development initiatives for the site.
- Responsible for the creation and implementation of appropriate training and development programmes to promote a culture of employee development and continuous improvement and address any identified gaps in a proactive and timely manner.



Values



BE PROUD
We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE
We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE
We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL
We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM
We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative and acts with confidence
- Initiates and generates activity

Leading & Supervising

- Provides others with a clear direction
- Sets appropriate standards of behaviour
- Delegates work appropriately and fairly
- Motivates and empowers others
- Provides staff with development opportunities and coaching
- Recruits staff of a high calibre

Persuading & Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

Planning & Organising

- Sets clearly defined objectives
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Identifies and organises resources needed to accomplish tasks
- Manages time effectively
- Monitors performance against deadlines and milestones

Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.

Skills and Qualifications:

Essential:

- Technical awareness of production facility
- Strong People Leadership & interpersonal skills with the ability to work effectively as a team, communicate effectively at all levels and motivate employees
- Demonstrable understanding and passion for luxury and premium goods
- Previous experience of leading medium to large sized teams, with a record of successful team building/engagement, coaching and talent development
- Demonstrable knowledge of Lean/Continuous improvement methodologies and experience of applying these within a manufacturing environment.
- Experience of commissioning new equipment and/or processes within manufacturing



Desirable:

- Technical or managerial Degree/HNC
- Experience within luxury manufacturing
- Experience within spirits/alcohol manufacturing
- Experience & understanding of strategic planning gained in a high volume, manufacturing environment.

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Date:	10/01/2019
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Date of last revision:	10/01/2019