

Clearly Drinks	Position Description	Nº ISO	
		Edition	02
	World Class Operator	Date	Jan 2023
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Overview

Position title: World Class Operator
 Department: Production
 Position title Manager: Production Manager
 Position title direct reports: Zero
 Location: Sunderland

Description Summary

To operate machinery in the safest and most effective manner, driving activity to maintain and improve performance standards whilst leading continuous improvement through all CWS activities.

To fulfil an allocated 'Non-Core Role' to integrate functional requirements with operational, providing role model behaviour to others.

To be accountable for, and to achieve, optimum performance from designated area. To produce quality soft drinks safely, within costs, delivering customer satisfaction within the guidelines of company and legal requirements and policies.

Responsibilities

Specific Areas of Role Accountability:

- Comply with and ensure team compliance with company policies and statutory regulations for health and safety, food safety and CMS
- Accountability for the day to day performance of their own area of operation and influence.
- To ensure team and individual contribution to ensuring that factory targets are met with regard to schedule adherence, SKU adherence, Wastage minimisation, Quality, Health and Safety.
- To ensure Housekeeping and Hygiene standards are met and constantly maintained across the site by everyone.
- To provide a role model example within the team for attitude, contribution and team working.
- To ensure operation of equipment in accordance with best practice complying with Health and Safety rules and regulations and Clearly Drinks Policies and Procedures.
- To lead CWS activities and take responsibility for team performance and involvement.
- To undertake rudimentary maintenance tasks, to drive efficiency of product and size changeovers of equipment within designated team.
- Within the remit of the Non-Core Role, to represent team requirements with the sponsoring function, organise team activities to support the achievement of functional targets and provide feedback through individual and team briefings on objectives and progress.
- Within the remit of the Non-Core Role, to provide the primary liaison between the operations team and the sponsoring function through the appropriate co-ordinator.
- To be the primary liaison with the leadership team regarding team performance and KPI target progression.
- To provide specific support and guidance when required for the development of others on equipment and CWS activities within designated team.

	Editor	Reviewed	Approved
Name	Heidi Mason		
Function	HR		
Date	January 2023		

Key Performance Measures:

- Accident frequency rate
- Schedule adherence
- Customer Service
- QCR
- Unit cost/ cost per case

Authority & Decision making:

- Operational/ quality decisions
- Workplace organisation / Resource deployment within remit.

Knowledge, Skills & Experience

- Basic numeric and literacy skills.
- Computer Literate
- NVQ level 2 BIT
- Experience in an Operations production environment, ideally FMCG.
- Knowledge of Health & Safety Procedures
- Basic Hygiene Certificate
- Sponsorship from team manager
- Experience of a non-core role
- Ability and desire to progress to Certificate level development opportunities – NVQ 3 or equivalent
- Coaching Skills
- Presentation Skills
- Persuasion and Influencing
- Communication and Team working Skills
- Time management
- Basic understanding of a bottle/canning process
- History of manual and practical work
- Experience of working part of/leading a team activity
- Basic understanding of identifying and challenging unsafe actions
- Track record showcasing commitment flexibility
- Sound knowledge of site HSE processes and application.
- Understanding of CWS and continuous improvement activities.
- Accurate reporting of downtime information

Values

- Seek to achieve and maintain the highest level of excellence in the products we provide for our customers – Customer First
- Demonstrates clear ownership, ambition and pride in the business and the local team's performance – Be the Best

- Have sponsorship from Peer group and management team based on DNA core values and behaviours – Stronger Together
- Display strong drive for results and have the ability to influence people at all levels, lead team activities within remit – Make It Happen
- Is keen to make a difference through increasing awareness of environmental impacts and performance both locally and the environment as a whole – Socially Responsible

General

- To take responsibility for the health, safety, and welfare of yourself. Actively follow the Company's Health and Safety Policy, procedures, and safe systems of work
- Actively follow the Company's Environmental Policy and procedures and play your part in the achievement of environmental initiatives
- Be responsible for your quality of work and ensure that any quality checks required are carried out. Seek support as necessary
- To observe and continually promote equal opportunities and diversity
- To undertake all reasonable training activity designed to support you in your role
- To gain an understanding of the company's products
- To note, understand and comply with the Company policies and procedures. These documents will be available on People HR and available to sign independently.
- To undertake any such other reasonable duties within your skillset as may from time to time be required by your manager