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| **Title** | **Manufacturing Operations Manager** |
| **Band** | **Management** |
| **Grade** | **M2 – Manager** |
| Job Family | OPSU |
| Reporting To | Head of Manufacturing |
| Location | Churchfields |

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| **Position Objective** |
| *The Manufacturing Operations Manager is a senior management role, reporting to The Head of Manufacturing. The role requires a clear vision and the ability to create strategies to meet agreed objectives. You will be expected to support The Head of Manufacturing and to implement policies as discussed/directed. You will have responsibility for the majority of functions which together, provide the backbone of the department. These functions will include: - the shop floor, stores, the Surface Mount Technology (SMT) assembly line, scheduling, product quality and production project management. A knowledge of Material Requirements Planning (MRP) systems and previous experience with the manufacture of electronic assemblies would be an advantage.*  *You will have responsibility for a team of over 30 colleagues, so will have excellent people management skills. You will have the ability to recognise ‘high achievers’ to be developed into more senior roles and be able to create their development plans, so allowing them to reach the next level. Additional responsibilities will involve recruitment, resource management and involvement with employee relations, when required.* |

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| **Generic Level Description** | |
| General | Translates and communicates company strategy into operational goals. Concern is with executing on goals within own area or department/s. |
| Time Span of Discretion | Months to two years. Average time of key initiatives - the greater the time span of discretion the higher the level of work. Higher level managers may have tasks that are shorter in the time span of discretion, however it is highly unusual for the opposite to occur - if it does the position needs to be evaluated. |
| Scope | * Provides project/process expertise and/or manages the coordination of the activities of a section or department typically through subordinate supervisors/team leads and/or managers. * Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals. * Provides guidance to subordinates within the latitude of established company policies. Recommends changes to policies and establishes procedures that affect immediate organization(s). |
| Complexity of Goals | **While less complex** goals are found in all levels, more complex goals should be apparent in the more senior positions. Existence of very complex goals at less senior levels may highlight an issue in delegation or job design. |
| Job Complexity | Works on issues of diverse scope where analysis of situation or data requires evaluation of a variety of factors, including an understanding of current business trends. Follows processes and operational policies in selecting methods and techniques for obtaining solutions. |
| Overarching Accountabilities | * Accountable for their own, and the outputs of others, for sustaining a team capable of producing those outputs and for giving effective leadership to that team. Adds value to the work of direct reports. Determines, schedules and measures the outputs of direct reports. To accomplish this successfully all levels of managers must have the following minimum authority:  1. Veto of new appointments 2. Decision on types of work assignments - how to distribute work 3. Decision on performance appraisal - only the direct manager must evaluate/judge - peer reviews should establish the basic criteria and ensure consistency of appraisal within departments/functions and provide inputs - yet ultimately the manager is accountable for the appraisal decision. 4. Decision on terminations - within due process.    * Responsible for staffing, performance management and staff development. Ensuring clear succession management plan is in place and constantly maintained.    * Builds/initiates environments that support cooperation and cohesiveness among the work team(s) and with other areas within the organization.    * Promotes/initiates an environment that values willingness to implement new approaches to problem resolution.    * Leverages organizational knowledge by looking for, and tapping resources and team problem solving. Seeks to explore options, challenge status quo and establish greater clarity.    * Maintaining and managing budgets and required financial reporting. |
| Major Accountabilities | * Provides direction to subordinates based on organizational goals and company policy. * Acts as an advisor to subordinate supervisors/managers or staff members to meet schedules or resolve technical or operational problems. * Develops, plans and coordinates resources to meet operational objectives within own area. |
| Business Acumen | Anticipates and interprets client needs to identify solutions. Interprets business issues and adapts work priorities in own area. Understands ways in which the section, department and/or project/processes relate to and impact as a whole. Demonstrates thorough knowledge of operations and strategies. Seeks information regarding trends affecting section or department and industry. |
| Problem Solving | Foresees and solves problems where there is little precedent to guide the solutions. Serves as role model for calculated risk taking. Resolves problems through immediate actions or short-term planning and sets priorities to ensure tasks completion. |
| Discretion | Decisions or failure to achieve results will add to costs and may impact the short-term goals of the organization. |
| Technical and/or Functional Expertise | Breadth of technical/functional expertise is limited to one discipline/area - applies extensive knowledge of technical concepts and theories used by supervisory, professional, lead or project staff. May be acquiring knowledge of other related disciplines/areas and growing business knowledge. |
| Interaction | Frequently interacts with subordinate supervisors, customers, partners, and/or functional peer group managers, normally involving matters between functional areas, other company divisions or units, or customers and the company. Often must lead a cooperative effort among members of a project team. |
| Supervision | Manages, perhaps through subordinate supervisors and/or team leads, the coordination of the activities of a section or department with responsibility for results, including costs, methods and staffing. In some instances this manager may be responsible for a functional area and not have any subordinate employees. |
| Guidance | Receives assignments in objective-oriented terms. Work is reviewed in terms of meeting the organization’s objectives and schedules |
| Approval Required | VP/VP HR |

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| **Discipline Description** | |
| Responsibilities Include | *As the Manufacturing Operations Manager, you will have responsibility for the complete manufacturing process, from individual components being delivered to Goods In, to the complete production of a variety of military electronic units, for both aircraft and land vehicles, ready for delivery to the customer. This will require a knowledge of electronic assembly, scheduling and manufacturing project management along with the ability to create new strategies to help deadlines to be met. You will have responsibility for resource management and headcount predictions, to ensure we have the required resources over the lifetime of numerous programmes. You must have excellent communication skills to allow for interaction with both senior management along with shop floor operators and technicians. You will play a major part in both internal and external audits to ensure we gain/retain our accreditations.* |

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| **Knowledge, Skills & Abilities** | |
| Required Skills & Abilities | * Manage shop floor * Responsible for Stores/GI/Dispatch * Manage apprentices * Manage training requirements * Manage development plans * Responsible for on time deliveries * Responsible for providing resource * Responsible for headcount data * Scheduling * Mentoring * Management of production project managers (FDLs) * Interviewing for new roles * Supporting internal company restructures * Excellent people management skills * Support The Head of Manufacturing * An understanding of ‘Lean’ processes * Involvement with Audits * Employee relations issues * An empathetic approach |

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| **Education & Experience** | |
| Required Education & Experience | Appropriate qualification such as a Degree/HND in a related field along with proven experience in a similar role. |