



Operations Manager, Manufacture

Reports to:	General Manager, Manufacture
Location:	Miramar, Wellington
Direct reports:	Eight (8) Heads of Department, Workshop Operations Analyst, Resource & Internal Projects Coordinator

Role Purpose

The Operations Manager, Manufacture, is responsible for leading a continuous improvement, safety and people-first culture, delivering cost-efficient and high-quality production of concurrent projects across a multi-department creative manufacturing environment

The role is accountable for orchestrating dynamic workflows across departments and buildings, ensuring safe, disciplined, and cost-effective production while maintaining the agility required in a creative environment.

Through structured planning rhythms, real-time operational visibility (via Odoo), and proactive constraint management, the Operations Manager balances creative flexibility with delivery certainty — enabling teams to produce exceptional work safely, efficiently, and sustainably.

Key Accountabilities & Outcomes

Safety, Risk & Compliance

- Ensure safe systems of work for machinery, CNC, spray finishing, solvents, welding/fume extraction, lifting/rigging (controls aligned with WorkSafe NZ expectations around guarding, ventilation, maintenance, supervision, and dust/fume controls)
- Maintain hazardous substances controls: inventory, SDS access, training/instruction before work, safe storage/segregation, and emergency readiness.
- Lead critical risk verification routines and near miss/incident learning.
- Work closely with the Health and Safety Manager, manufacture leaders and supervisors to champion and embed safe work practices and proactive risk management.
- Ensure all staff, contractors, and visitors on manufacturer-related work or visits are appropriately inducted, trained, and qualified for the work they perform.
- Prepare and oversee health and safety plans for off-site and external work locations.

Planning & Scheduling & Delivery Governance

- Own the end-to-end orchestration of dynamic, high-mix workflows across concurrent projects with competing deadlines.
- Lead rapid re-prioritisation processes when scope, creative direction, or client timelines shift.
- Drive real-time visibility of production status, constraints, and recovery plans via Odoo and visual management systems.
- Govern the production schedule (with team input) across all eight departments.

- Establish daily/weekly rhythms: constraint review, priority alignment, readiness gates, freeze windows, change-control.
- Improve OTIF, WIP flow, and queue time across multiple buildings.

Workforce Management & Resourcing

- Ensure a flexible resourcing model for ~80-120 Crew (employees and contractors)
- Work with HODs to ensure dept resources are at the correct levels throughout the year.
- Implement skills matrices and cross-training plans.
- Ensure high utilisation and minimise nonchargeable carry.

Standardised Procedures & Continuous Improvement

- Review and maintain standard operating procedures (SOPs) for high-risk and high-frequency activities and ensure consistent application of agreed methodologies and SOPs across all departments.
- Support consistent quality with clear acceptance criteria and simple QC processes.
- Drive continuous improvement initiatives to enhance productivity, quality, waste reduction, cost efficiency, and delivery certainty.
- Act as a senior operational advisor to the General Manager, Manufacture and wider leadership team.

Financial Management

- Improve OTIF, WIP flow, and queue time across multiple buildings.
- Manage manufacturing operations within approved operating budgets.
- Develop and manage the annual capital expenditure (Capex) plan, including business cases and feasibility assessments for unplanned investments over \$50k.
- In partnership with Finance Monitor facility and operational expenditure throughout the year, providing clear reporting and insights.
- Support long-term capacity and capability planning through robust financial analysis.

People & Resource Management

- Role model effective leadership behaviours, build teams and talent, coach direct reports, and constructively manage conflict.
- Oversee workforce planning to meet current and future project demands, including permanent, fixed-term, and contingent labour.
- Support recruitment, onboarding, development, performance management, and remuneration processes in partnership with People & Culture.
- Champion capability development pathways, including cross-skilling and training opportunities (e.g. 3D, molding, specialist fabrication).
- Foster a positive, inclusive, and high-performance culture that supports engagement, wellbeing, and productivity.

Facility & Asset Management

- In collaboration with the Facilities and Health & Safety teams, ensure the manufacturing facility operates safely, efficiently, and in compliance with regulatory and company standards.
- Oversee maintenance, servicing, and lifecycle planning for buildings, vehicles, machinery, and heavy equipment, in collaboration with the Facilities Team.
- Ensure effective inventory, materials management, and hazardous substances controls.
- Set and maintain high working standards for all workshops and workspaces.

Qualifications & Experience

Essential

- 7–10+ years in manufacturing/operations leadership (preferably high-mix).
- Proven ability to stabilise and streamline delivery and implement structured planning and operational cadence.
- Sound business acumen and financial literacy
- Strong H&S leadership in machinery and hazardous substances
- ERP/MRP proficiency; Odoo experience advantageous.

Desirable:

- Background in fabrication, props, modelmaking, or related craft manufacturing.
- CI/Lean experience with measurable improvements.

Skills & Competencies

- Calm, structured, credible leader with strong influencing skills.
- High accountability; low ego.
- Strong cross-functional collaborator.
- Systems thinker with practical implementation discipline.
- Adaptable and resilient in the face of fluid schedules and ambiguity; providing strong leadership in managing operational complexity under changing conditions.
- Decisive and comfortable making trade-off decisions between scope, cost, time, and quality.

Key Working Relationships

Internal

- General Manager, Manufacture
- Heads of Department
- Projects Director
- Supervising Production Manager
- Health & Safety Manager
- People & Culture Business Partner
- Finance Business Partner

External

- Key suppliers and vendors
- Regulatory bodies and local authorities

Financial Responsibilities

- Has own budget and may authorise amounts without reference to crew leader, max \$20,000.
- May review contracts for the provision of goods or services within approved budget limits without prior reference to crew leader, max \$20,000.

Completed on: 9/02/2026 Review Date: 1/04/2027