

Job Description –Operations Manager

Job Title	Operations Manager
Location	UK based
Responsible To	Managing Director
Date	2024

Job Purpose

Manage production to ensure that all products go out right first time and arrive on time, every time, meeting the customer's satisfaction.

Going forward to introduce, implement, and maintain LEAN manufacturing across the production department.

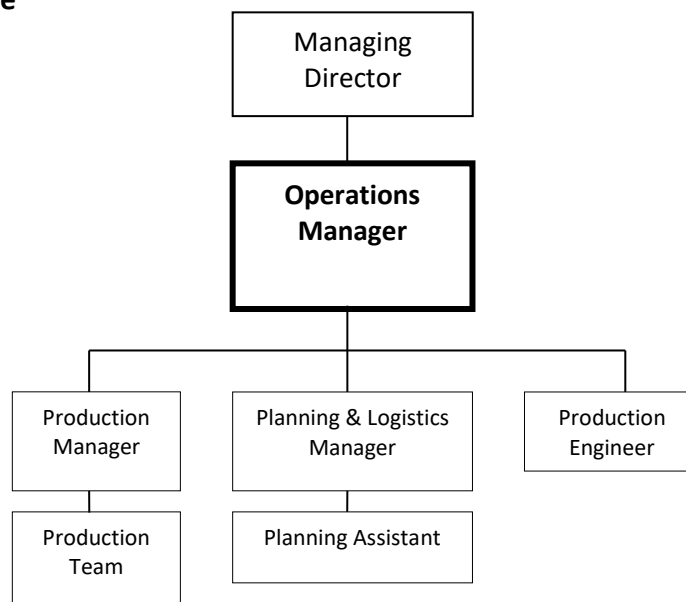
To break down the barriers between departments and create a culture of collaborative working.

To focus on driving improvements across quality, cost and delivery and champion change across the Company.

To work with the Senior Managers and Directors to develop and implement the commercial plan for Abtech, leading a strategy that delivers sustainable profit and growth whilst ensuring products and service meet or exceed established customer and company quality standards.

To act as an ambassador for Abtech, leading by example to gain the trust and confidence of the workforce in order to get the most out of their performance.

Reporting Structure



Main Duties & Responsibilities

Production

- Oversee the day to day management of operations and manufacturing, ensuring the right tools are in place to meet the requirements of the business and that people, resources and equipment are fully utilised
- Ensure that health and safety in Production complies with all HSE, regulatory, quality, and Safety requirements.
- Promote a culture of continuous improvement, from operations strategy to daily-task level.
- Identify, set, and communicate operational priorities and KPIs.

Planning

- Planning and organising production schedules to ensure optimum output is achieved, including ensuring work flow is optimised effectively and efficiently
- Assessing resource requirements and resourcing each area of production appropriately to achieve optimum output

Efficiency

- Ensure production are working to maximum efficiency
- To ensure that all production processes are continually assessed and improved to eliminate waste and inefficiencies.
- To be proactive and to contribute to the organisation's continuous improvement process

Quality

- Plan and direct the work activities and resources necessary for manufacturing to obtain optimum efficiency
- Manage all aspects of planning, production, manufacturing and logistics
- Problem solve and trouble shoot to ensure the smooth running of operations
- Review working practices to ensure they are successful and if not, devise an alternative
- Ensure the flexibility necessary to cope with changes in customer or market requirements
- Work collaboratively with the Engineering, Quality, and Sales teams on the development of new products and services
- Promote an environment where teamwork, open communication, continuous improvement and excellent customer service
- Develop and maintain a culture of high employee involvement morale, motivation and job satisfaction, so that employees can be accountable for their contribution to overall performance
- Promote cross departmental co-operation concentrating on internal communication and team development
- Promote an environment where teamwork, open communication, continuous improvement and excellent customer service
- Develop and maintain a culture of high employee involvement morale, motivation and job satisfaction, so that employees can be accountable for their contribution to overall performance

Customer Service

- Endeavour to meet all commitments to customers
- Develop and improve customer service in collaboration with the Customer Support and Planning Team
- Ensure all processes from order receipt to delivery remain customer focused by maintaining flexibility within processes and creating excellent customer service without compromising on quality
- Investigate customer satisfaction and address any issues or complaints, reaching a satisfactory conclusion for both parties

Reporting

- Produce KPI report to the MD weekly
- Work with the Managing Director to develop an operations strategy, forecasting and setting targets on an annual basis
- Review and monitor the strategic direction of manufacturing so as to be able to propose or amend plans and budget
- Establish operational goals and objectives and assist direct reports in establishing the operational objectives for their area and team
- Regular internal reporting to the Managing Director of production performance/manufacturing costs, quality and performance against targets

Management

- Coach, mentor, and develop the operations team and all direct reports, providing oversight and direction to ensure they have the knowledge, skills and tools to carry out their role to the required standards
- Plan, develop and implement strategy for staff training and development, establish and maintain appropriate systems for measuring necessary aspects of staff training and development
- Operate at all times in accordance with Abtech's policies and procedures
- With HR support, manage employee processes such as recruitment and selection, performance management, disciplinary and grievance, change management, induction and probation, engagement and communication

General

- Ensure all Key Performance Indications (KPI's) and targets are met
- Endeavour to generate ideas for continuous improvements on how practices can be amended to improve efficiency
- Adhere at all time to all the Company's policies and procedures, including Health and Safety, Quality Assurance and Equality and Diversity.
- Any other duties which are commensurate with the post
- A flexible approach to work at all times and to work outside normal office hours when required

Disclaimer

This job description is only a summary designed to indicate the general functions of the role. It is not an exhaustive list expected of this post and therefore the duties and responsibilities might differ from those outlined in this description. The company reserves the right to modify duties or job responsibilities at any time. Any job description provided to you by the Employer will not form part of your contract of employment unless specified otherwise.

Person Specification –Operations Manager		
Knowledge	Essential	Desirable
A detailed understanding and experience of manufacturing custom products	✓	
Product knowledge - a knowledge of Abtech products and materials		✓
A strong technical knowledge	✓	
A knowledge of the customers, suppliers and market developments	✓	
A knowledge of quality & continuous improvement principles & of ISO certification process; ISO 9001, ISO 14001 and of Health & Safety theory & practice	✓	
Experience	Essential	Desirable
Extensive experience in a senior operations management role within manufacturing / engineering	✓	
Experience of working with MRP systems	✓	
Experience of leading and motivating a high performing team and achieving results	✓	
Experience of developing strategies, business plans and targets	✓	
Skills	Essential	Desirable
Commercially aware with a high level of financial and business acumen.	✓	
Assertive and solutions focused with a strategic outlook	✓	
Excellent communication, persuasion and negotiation skills to interact successfully at all levels within all networks	✓	
Entrepreneurial, self-motivated with strong problem-solving skills and ability to work under pressure	✓	
Customer focused with high integrity & adaptability to meet customer expectation & build long term customer relationships based on mutual trust & respect	✓	
A strong team focus with an ability to set out clear direction and the drive to support and encourage people to achieve results	✓	
The ability to lead, motivate and empower a team through delegation, performance management, coaching and developing individuals	✓	
Strong focus on business culture and values, instilling this across the Company	✓	
Strong organisational and planning skills with an ability to manage and achieve in a fast-paced work environment	✓	
Computer and typing skills including the ability to use Microsoft Office programs at a high standard	✓	
A flexible approach to work at all times and a willingness to travel as and when required	✓	
Qualifications	Essential	Desirable
BS/MS in relevant Engineering/Electrical Engineering or Business Administration and/or 10+ years experience (5+ years in a senior management role) in operations	✓	
Six Sigma back belt		✓