



Stephenson

Production Shift Manager

Recruitment Pack

May 2022



Our people are at the heart of our business and everything we do.

Together, we help people create amazing personal care products by getting the ingredients right.

We are Stephenson, one of the world's leading innovators and manufacturers of solidformat and sustainable ingredients.

We've been working through generations to get the ingredients just right. Our heritage is important, but it doesn't define us. We're a forward thinking, innovative company, discreetly helping customers disrupt markets all over the world.

We're a manufacturing business passionate about people and the relationships they build.

A Stephenson year in numbers



114

Stephenson family members and counting...

91%

Customer satisfaction score



12,000+ mt

of Stephenson ingredients and bases manufactured on site by our expert team



3,000

Production batches successfully produced across all shift teams



Over £10,000 raised to support causes close to our teams hearts

26,000+ families earned a living using Stephenson products



2,500

Orders shipped

327

Partners worldwide

62

Countries

Production Shift Manager

Reporting to: Production Manager
Department: Operations
Salary: Dependent upon training & development requirements being met

About The Role

You will oversee and manage the entirety of the MAKE and PACK process on your shift. You will work on a three-week shift rotation covering 24 hours per day, 5 days per week (core hours are 37.5 hours per week). You will be responsible for all aspects related to Finished Product Quality, Production Efficiency, and Safety of the plant. You are also responsible for ensuring the safe operation, basic maintenance and troubleshooting of the facility's equipment and instruments in conjunction with the site Shift Engineering Team for whom you will have direct line responsibility. You will work as part of the Operations Team providing support to the Operations Manager and Operators in the manufacturing areas. You will also provide the link between Manufacturing and Planning and communicate any issues or delays and co-ordinate any changes to the Production Plan with the shift Plant Controllers as appropriate. You will be expected to develop comprehensive knowledge of Extruded or Crystal Soap Manufacturing / Packing technologies. You should demonstrate fault-finding abilities to support consistent production performance conducted in a safe, controlled, and efficient manner. The key deliverable of the role is to ensure delivery of the Weekly Production Plan across the Factory.

Main Role Responsibilities – An Overview

- To accomplish your primary goal of overseeing production in all manufacturing and packing areas of the site whilst performing numerous tasks. Your core duties and responsibilities will include the following:

<p>Safety Performance - You are responsible during your shift for the safe management of the site. You are expected to lead from the front and demonstrate a positive safety culture (e.g., be an exemplar for wearing required PPE) and actively promote best practice. You are responsible for ensuring all Safety/Environment Incident Events are reported immediately in EHS and to carry out an initial investigation of all incidents and to support any RCA's and the implementation of any CAPA's.</p>	<p>33.33%</p>
<p>Quality Performance - Liaising with your Shift QC Technician you are responsible for the quality performance throughout the shift, ensuring processes are operated to produce product within technical specifications, and to ensure that all batch paperwork is fully and accurately completed. You must ensure that the products being produced under your supervision meet all specifications. You will co-ordinate in conjunction with the on-shift QC Technician any necessary adjustments that are required to the manufacturing process and liaise directly with the Area Leaders in each area to ensure all adjustments are carried out correctly. You will work with the Process Innovations Team on NPD (New Product Development) to ensure quality standards are met and add value to the Customer Experience Team.</p>	<p>33.33%</p>
<p>Team and Individual Development - Through a commitment to Succession Planning you help to identify key talent, poor performers, and potential future leaders. You will support individual growth, and to look for gaps and areas of personal development for all individuals in your team. You are expected to support a positive environment in the "Stephenson Family Culture" and to promote proactive involvement in continuous improvement. You are responsible for ensuring that Shift Team Members are trained and competent in all aspects of their job and site procedures. Subsequently, identify any gaps and to coach and develop individuals to close those gaps working in conjunction with the HSE and Training Manager.</p>	<p>33.33%</p>
	<p>100%</p>

Safety...

Customer, Safety and Quality focus

- Identify opportunities that benefit the internal or external customer and be active in implementing improvements.
- Responsible for completing Near Miss reports, Incident Events and, Workplace Observations as required through EHS.
- Support accident and environmental non-conformance investigations as appropriate.
- Have a full understanding of Process Safety Systems and Auto Batch/HMI requirements.
- Understand and demonstrate through actions the importance of Behavioural Safety.
- Understand and enforce relevant Site Safety Policies & Rules.
- Understand environmental impacts and the importance of control measures and adherence to them.
- Understand and comply with site waste management procedures.
- Support energy and waste reduction activities.
- To work with the Technical Team, ensure quality standards are met and add value to the Customer Experience Team.
- Ensure full compliance with all Quality specification requirements outlined in the product Batch Sheets and report/record any non-conformances by raising Quality Events in EHS.
- Ensure full completion of all Batch Sheets as required by your team.
- Carry out duties as Incident Controller or Fire Marshall during Site Evacuations.
- As a permit authoriser, you will ensure full compliance with the 'Permit to Work' system as per the guidelines.
- To ensure the people, plant and materials are deployed effectively to meet the production schedule.

Openness...

Making things happen

- Demonstrate urgency and move quickly to implement decisions once they have been made.
- Focus effort on continuous improvement, work simplification, and the elimination of non-value-added activities by supporting and contributing to Yellow Belt project as requested.
- Deliver necessary support to teams to help resolve issues and offer constructive solutions to ensure delivery of objectives.
- Support for RCA (Root Cause Analysis) and improvement activities: support technical countermeasures to prevent recurrence of Quality Events.
- Support the Quality Team in delivering technical and product quality improvements.
- Ensure work area is organised and ready for the oncoming shift and carry out handovers 'on the job.'

Building Talent and Teams

- Responsible for identifying own (and Teams) Training needs and liaising with Safety and Training Co-Ordinator to close any gaps.
- Support the creation of Toolbox Talks (TBTs) and Standard Operating Procedures (SOPs) to pass on knowledge to colleagues.
- Attend all planned training sessions and ensure that personal training records are kept up to date.
- Complete training programs on new equipment installations as appropriate.
- Contribute to developing training material for production areas as appropriate by liaising with Safety and Training Co-Ordinator.
- Actively support team decisions and challenge team members who do not; set aside own ideas or preference once choices have been made.
- Work supportively and cooperatively with people even when under pressure.
- Provide feedback and invest time to help team members achieve their development needs.
- Offer honest and constructive feedback to others, helping them in their development.

A

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Ownership, Accountability and Responsibility

- Responsible for organising labour to ensure all shifts and areas are appropriately manned, including appropriate skills sets, to deliver weekly production plan. This includes but is not limited to arranging holiday/sickness cover and ordering agency teams.
- Responsible for publishing a Shift Summary Document (Handover) to all key stakeholders before the end of your current shift.
- Responsible for ensuring a full handover with oncoming colleagues.
- Report own absence to Operations Manager following Absence Procedures.
- Responsible for ensuring teams are maintaining professional standards of housekeeping through adherence to all agreed standards. Shift Managers will assume a specific area of responsibility to manage and maintain Good Manufacturing Practice (GMP).
- Responsible for supporting GMP improvement activities. +++
- Ensure delivery of the production plan and review yield information to promote improvements on day-to-day running.
- To record and review temporary labour costs and look for positive improvements/savings opportunities vs. monthly Budget Targets
- To monitor and manage Team holidays and sickness in People HR and to monitor time and attendance in Imperago.

P

urpose...

Clarity of Purpose

- Understand Shift and Weekly Production requirements and help teams to deliver by communicating priorities and any changes as required.
- Be familiar with and understand business strategy and targets and how that links with the day-to-day responsibilities in your role.
- Provide alignment and help team to understand where their role helps to achieve teams' goal.

About You

Are you a manufacturing expert looking for a challenge and an opportunity to advance your skills and your career in a great working environment? We are looking for someone passionate to join our manufacturing business, to help us keep making a difference. The role is within the Operations Team, and the successful candidate will relish the diversity of collaborating with multiple internal teams!

Skills & Competencies

You will have a minimum of 5 years managerial experience in a manufacturing environment.

You will have strong leadership qualities, a mixture of the key core styles, with the ability to read a situation and / or individual, to understand which is appropriate at that time, whether that be making fast paced decisions, or whether that be a more democratic or coaching approach.

You will have the ability to identify and drive continuous improvement opportunities, an analytical thinker with people skills!

But the most important part is culture fit. We are looking for someone with passion and drive, a self- starter that is excited by the prospect of joining a growing business with big ambitions!

Location

You will be based at our Leeds office and production site.

Closing Date

Friday 10th June 2022 - 4pm

Please send CV's to recruitment@stephensongroup.co.uk

Looking for more information?

If you have any questions about the business, the role or process please don't hesitate to get in touch with us.

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Stephenson Perks



*Please note the above benefits are intended as guidelines only and are subject to change at the sole discretion of Stephenson Group Limited and do not constitute as part of your contract of employment, express or implied (unless stated in your main statement of terms and conditions).



Good luck!

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