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| Job Title: | Supervisor |
| Department/Team: | Operations - Alpha Production, Kenneth Production, Reinforcing and Workshop |
| Reports To: | Operations Manager |
| Location: | Chiswick Avenue, Mildenhall (full time on site) |
| Date: | February 2023 |

Job Purpose

Responsible for managing team and production within designated department of Operations function.

Key Responsibilities

Health and Safety

- Promote a positive health and safety culture and manage health and safety by developing and maintaining best practice across production and department.
- Deliver Toolbox Talks to team ensuring that team understand their health and safety responsibilities (including any updates/changes to legislation, process and/or policy).
- Monitor and observe to ensure that all employees are following safe working practices and wearing correct Personal Protective Equipment (PPE), highlighting areas of concern as needed.
- Undertake near miss and accident investigations to understand root causes, recommending and implementing improvements to reduce the risk of any recurrence (with support from the Quality Assurance Manager).

Production and Quality:

- Be an 'Expert' of knowledge for department spending 20% of time undertaking operational duties within department.
- Responsible for planning and organising the team, prioritising work where needed to meet business and customer requirements, advising the office team of any delays to planned production.
- Monitor productivity rates and product standards - liaise with the Quality team to improve product quality through processes and/or employee training as needed.
- Monitor production processes to ensure that orders are completed on time and adjust schedules as needed.
- Liaise with the office team and use sales/planning data to manage capacity and prioritise workloads.
- Work with and have good relationships with all stakeholders to support team productivity, product development and quality.
- Recommend, implement and develop innovative ways to working to increase productivity and enhance product quality, taking a proactive approach to continuous improvement within department.
- Liaise with the Operations Manager and Maintenance Engineers to schedule reactive and planned maintenance.
- Maintain an adequate stock level within department, ordering resources as needed.



- Maintain a clean and safe working area, ensuring that all tools and equipment are stored safely and in the correct place.
- Provide Key Performance Indicator (KPI) data as required by the business.

People Management - Leading and Managing the Team

- Resourcing:
 - Manage resourcing needs and role requirements for department, ensuring that there is adequate headcount (permanent/temporary) to meet production targets.
- Recruitment and Selection:
 - Assist with reviewing and drafting job descriptions.
 - Review applications and shortlist candidates for interview.
 - Conduct interviews and site tours.
 - Provide feedback to HR on interview outcomes and preferred candidates/s for making an offer.
- Induction & Onboarding:
 - Undertake first day induction with new starter/s.
 - Provide introductory sessions to department for non-operational employees as part of their induction.
 - Work with other department supervisors to ensure that all new starters are trained in all departments as part of their induction programme.
- Employee Relations:
 - Manage new starter probation process.
 - Manage performance within the team - recognising good performance and managing poor performance.
 - Manage and record absence within the team, following the JKH absence notification procedures when a team member reports an absence.
 - Lead employee investigations and disciplinary and grievance hearings (with support from the HR Manager).
- Training and Development:
 - Support succession planning within department and the development of the Team Leader.
 - Identify top performers within team and with the HR Manager, develop and implement employee development plans for these individuals.
 - Support the training and development of team members - professionally and personally.
 - Coach team members to maximise production and efficiency within the department.
 - Review training requirements and make recommendations for additional training.
 - Support the development and training of apprentices and within Operations and across JKH
- Appraisals:
 - Manage the appraisal process for department (annual and mid-year reviews) - setting and reviewing objectives.
- Supporting Employees:
 - Undertake one to one meetings with each team member (every 4–6 weeks)
 - Support team members with wellbeing, signposting them to support within JKH as needed.
 - Provide regular constructive feedback to team members on performance.



Other:

- Be an ambassador for JKH's brand and values – demonstrate the company values through behaviour and ways of working:

Integrity – *Act with honesty and deliver on promises. Maintain strong moral principles at all times regardless of who is watching.*

Accountability – *Safety is the priority, don't cut corners. Everything is done to the highest standard and always look for what can be improved. Take ownership of tasks and do not walk past a problem expecting the next person to deal with it.*

Collaboration – *Co-operate with others to achieve team goals. Treat everyone with respect and provide support where you can.*

- Undertake any training and development as required by the business.
- Attend meetings as required by the business.
- Undertake ad hoc projects as required by the business.
- Work with the Senior Management Team and other Stakeholders to implement company policies and procedures and targets.
- Any other duties as required by the business.

Knowledge, Experience and Technical Skills

- Experience working in a production/manufacturing environment producing high quality products - working with concrete products is desirable
- Experience with drawings and managing production schedules.
- Experience of working in and overseeing a department in a manufacturing environment.
- Experience of managing and leading a team, including managing HR related issues and supporting with training and development.
- Experience of managing health and safety in a manufacturing environment.
- Good knowledge of MS packages including Outlook, Word, and Excel.
- Excellent communication skills, good attention to detail and be able to prioritise effectively.
- Have a proactive continuous improvement mindset and be able to coach and support colleagues across the business.
- An enthusiastic engaged attitude and eagerness to help JKH to continue to grow as a business.

Person Specification

- Role Model behaviour – lead by example, follow and reinforce JKH's values
- Be positive and encourage and be a strong leader of the team
- Receptive to new ideas and have the ability to listen and implement new ideas
- Continuous Improvement Mindset
- Manages conflict effectively – good conflict management skills
- Ability to raise concerns in a clear and objective manner
- Accepts personal responsibility to make things happen
- Earns credibility and trust
- Good at planning, problem solving and making decisions
- Ability to make decisions and have the courage of your convictions
- Ability to work as part of a team and develop good working relationships with all stakeholders