



Production Shift Manager – Job Description

(Job Code and Level: MFGMAN004.2)

Definition:

Responsible for the manufacturing of components or vehicles being made into finished goods on a specific production line. May include some people management and reporting requirements.

Manufacturing is defined as: Produces goods and parts from raw materials using such processes as welding; sewing; pressing; machining and painting. This may include some setting up of machinery and basic programming.

Assembly is defined as: Puts together various goods and parts to make/create a part or vehicle.

Overall Purpose of the Role:

Responsible for the operation of an assigned area in terms of production, quality, cost, delivery, technical, safety, and human resources, whilst respecting the defined goals. Manage all aspects of the shift through collaborative working with the other Shift Managers for delivering, and where possible, exceeding, the key performance indicators within the operation. Strive to continually improve using Lean tools to reduce costs, improve production and quality. Act independently at the organisational level. Outcomes reviewed by organisational head. Decisions and results have an impact on the function and their success. Performance affects the function's image.

Key Responsibilities:

General and Task Management

- Lead by example, ensuring a safe and efficient work place is maintained at all times
- Achieve the required company quality standards ensuring both internal and external customer satisfaction
- Ensuring that Key Performance Indicators (KPI's) are monitored and targets achieved
- Liaise and coordinate with support functions to progress issues concerning

production planning and resource/skill allocation to ensure delivery of products to schedule within all relevant quality specifications

- Communicate with the teams by utilising the visual management, delivering shift briefs with focus on quality, cost and delivery, and gathering ideas for improvement
- Undertake performance management responsibility for team members, conducting appraisals and giving direction to aid good performance
- Ensure safe working practices are maintained and 'Standard Operations' adhered to
- Ensure that non-conformance is challenged and counter-measures are agreed and implemented
- Lead and motivate the team to create a high performance culture where improvement suggestions are embraced
- Through the utilisation of lean manufacturing techniques, strive to exceed the Company targets in productivity, efficiency and quality on a continuous basis
- Manage the implementation of engineering changes, production trials, model change and pilot build
- Report and act upon plant or machinery breakdowns to maintenance technicians
- Promote Total Productive Maintenance procedures to further improve the availability of the line
- Contribute in the improvement of working procedures by constantly looking for solutions to ensure the best productivity results of her/his machinery group and ensuring compliance with procedures, operating instructions and work instructions
- Ensure that internal delivery processes are adhered to support dispatch time windows
- Lead follow up to customer concerns. Identify and eliminate root cause using robust countermeasures. Sustain the corrective actions to eliminate repeat issues
- Ensure all external and internal auditory standards and improvement requirements are met

People Management

- Manage Manpower resource effectively to support customer delivery requirements and also Lean Manufacturing principles
- Drive company Absence Control Procedures to ensure maximum attendance levels
- Deal with all personnel issues on shift including interaction with the Trade Union, in line with Company Policy and Agreements
- Responsible for training of operators for products and processes within the local team
- Manage time and attendance within Company procedures
- Carry out incident, accident and non-conformity investigations and associated reporting and action closure
- Motivate and coach the team to operational success
- Monitor the completion of tasks and ensure good performance and record on appropriate systems

- Consistently promote high standards through personal example and roll out through the team so that each member of the team understands the standards and behaviours expected of them
- Communicate KPIs from the strategic annual plan so that each employee is aware
- Ensure KPIs are met by working to the overall plan, including management of, and reporting
- Provide product expertise within team, and respond to operator queries
- Work positively with support functions to fully define the processes/procedures/controls relevant to team activities. Provide support and input to continuous improvement activities within the team

Relationship Management

- Work positively with support functions to fully define the processes/procedures/controls relevant to team activities. Provide support and input to continuous improvement activities within the team
- Interface with Production Scheduling to determine schedules for shift production
- Liaise and communicate with other departments and ensure an effective interface with is maintained
- Feedback to the Management team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities and process and procedure improvements to optimise results and improve quality of delivery, in line with quality standards requirements delivery in line with Company and Customer requirements

Self Management

- Support, comply and ensure complicity with Health & Safety regulations, the Company Handbook, Quality and Environmental standards, and all other Company policies and procedures
- Embraces personal challenge
- Confident, rounded thinking
- Is self aware
- Is resilient, assertive, optimistic and open to change
- Engages interest and participation of others and has a collaborative approach to working together
- Actively Committed to team development
- High levels of motivation and action orientated

Skills and Attributes:

- Ability to sustain and develop team working and team based problem solving
- High level of numerical and analytical ability
- Possess the ability to lead and motivate a team of people to succeed by utilising appropriate interpersonal styles including leading by example, setting objectives and defining responsibilities to give a clear sense of direction

- Ability to build effective relationships with work colleagues
- Able to achieve results by setting high standards and committing to clear objectives
- Adaptable to change and varying situations
- Ability to show resilience and a flexible approach
- Excellent communication skills
- Strong analytical and problem solving skills and able to establish logical practical solutions
- Strong people and performance management skills
- Computer literate
- Full understanding of customer expectations and deliverables with an awareness of the impact of failure/cost of poor quality

Qualifications and Experience Levels:

- Relevant manufacturing/engineering degree preferred, HNC, City & Guilds Licentiate, BTEC Higher Professional Diploma, NVQ level 4
- Professional (or working towards) accreditation with an industry related body
- Proven track record within manufacturing management
- Ability to design processes and layouts
- Experience of FMEA (Failure Mode Effects Analysis), Kaizen/A3 (continuous improvement and problem solving), process improvement and Poka Yoke (error proofing) techniques
- Significant work experience in a high volume manufacturing environment, preferably automotive
- Experienced with a number of systems, expert in at least one area and working knowledge of a number of other areas of specialisation
- Full understanding of design and production costs to include waste, downtime, scrap and re-work

Example roles this job description may cover:

- Manufacturing Supervisor
- Shift Supervisor