



<b>Job Title</b>	<b>Spirit Supply – Cooper</b>
<b>Job Level</b>	5 - Specialist
<b>Location</b>	Dufftown
<b>Business Unit</b>	Group Distilling and Technical
<b>Function</b>	Operations
<b>Leader</b>	Spirit Supply Team Leader
<b>People Leadership</b>	N/A

**Role Purpose**

To safely and efficiently repair and rejuvenate casks to set quality standard to achieve KPIs. Maintain high workplace standards at all times.

**Responsibilities**

- Carry out activities ensuring that safe working practices and quality procedures are strictly followed to ensure compliance with HMRC, environmental legislation, ISO 9001, OHSAS 18001 & ISO14001 requirements to produce safe products.
- Carry out all activities as per defined standard operating procedures (SOP).
- Be actively involved in the review of documented SOP's regularly within the team and update as required.
- Ensure correct paperwork, and robust and accurate data recording
- Achieve defined cask quality specifications.
- Monitor and achieve operational targets in the form of Process Indicators (PI's) and Key performance Indicators (KPI's). Casks coopered in line with filling plan / customer requirement.
- Conduct basic maintenance and safety checks as per the Operator Asset Care schedule.
- Ensure high workplace standards at all times to maintain a safe and organised work environment ensuring that areas for improvement are highlighted, recorded and actioned. Use structured problem solving methodologies for continuous improvement.
- Working within a high performing team culture, and aligning with the Company Purpose and Values, contribute appropriately to team meetings and support the implementation of the spirit supply strategy and continuous improvement projects.
- Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy

**Key Performance Metrics:**

KPI		Description
1.	Compliance	Carry out all spirit supply activities ensuring that safe working practices and quality procedures are strictly followed to ensure compliance with HMRC, environmental legislation, ISO 9001, OHSAS 18001 & ISO14001 requirements to produce safe products.
2.	Quality	Achieve cask quality specifications.
3.	Volume/Cost	Process budgeted number of casks per person hour at each stage of the process
4.	Continuous Improvement	Ensure workplace standards are maintained in all areas to achieve required 5S and Operator Asset Care scores. Use structured problem solving methodologies for continual improvement of performance



## Values



**BE PROUD**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products



**BE RESPONSIBLE**  
We expect every individual and their teams to be accountable and to perform to their full potential



**BE SUSTAINABLE**  
We wish to make a positive contribution to our communities and to our environment



**BE PROFESSIONAL**  
We value integrity, transparency, professionalism and constructive debate within a team working culture



**BE ENTREPRENEURIAL**  
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



**THINK LONG TERM**  
We are proud of our brands, our heritage, and our commitment to superior quality in our products

## Core Competencies:

### Deciding & Initiating Action

- Makes prompt, clear decisions which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative and acts with confidence
- Initiates and generates activity

### Health, Safety & Environment; Acts in a safe manner

- Follows safe working procedures and seeks advice if unsure about a task
- Only uses authorised and fit for use equipment
- Reports accidents, unsafe acts and unsafe conditions to their leader
- Co-operates with Leaders and other Team Members in promoting and improving health and safety within the team
- Makes full use of any equipment provided for their health and safety
- Considers the impact of actions on the environment

### Persuading & Influencing

- Makes a strong personal impression on others
- Gains clear agreement and commitment from others by persuading, convincing and negotiating
- Promotes ideas on behalf of self or others
- Makes effective use of political processes to influence and persuade others

### Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

### Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

### Coping with Pressures & Setbacks

- Works productively in a pressurised environment
- Keeps emotions under control during difficult situations
- Balances the demands of a work life and a personal life.
- Maintains a positive outlook at work.
- Handles criticism well and learns from it.



## Skills and Qualifications:

### Essential

- Time Served Cooper
- Self-starter with ability to understand processes and solve problems
- A track record of working safely, accurately and with attention to detail.
- Proficiency and confidence in the use of information technology systems.

### Desirable:

- Knowledge of HSE, HMRC, SEPA and other regulatory requirements.
- Experience of working within defined compliance and quality standards/procedures.
- An awareness of barcoding operations a distinct advantage.

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