



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Luxury Operations Team Leader
Internal Reference	OBU-0102
Business Unit / Group Function	OBU
BU Team / Sub-Function	Packaging; Supply Chain
Location	Arete
Team Leader Role	General Manager
Role Level	4A
Team Members	Yes
Role Purpose Lead the Luxury Operations teams, developing and managing a high performing team in Luxury Packaging and/or Wet/Dry Goods Warehousing, and being the champion of continuous improvement: focusing on right-first-time product quality, zero safety incidents and full compliance to all required standards and regulations.	
Accountabilities <ul style="list-style-type: none">• Develop and lead designated Luxury Operations teams, to achieve optimum levels of performance and engagement, driving the attainment of all required key performance indicators and providing motivation and direction while empowering supportive attitudes between teams/functions in line with company values.• Ensure all areas of responsibility are compliant with all Health & Safety, BRC, Environmental & Customs Legislation and lead teams to be proactive in addressing safety observations / risks.• Assist with the development and implementation of the packaging and distribution strategy in line with the Company, Operations and Business Unit objectives.• Develop comprehensive improvement plans that support our drive for improved operating costs and efficiencies, ensuring successful implementation and execution of these plans.• Responsible for ensuring overall product quality meets defined standards, ensuring all processes, equipment, documentation and training are appropriate, compliant and safe.• Provide necessary support and training to staff in order to achieve personal objectives and realise company benefit, creating and implementing appropriate training and development programmes to promote a culture of employee development and continuous improvement and address any identified gaps in a proactive and timely manner.• Develop & maintain strong relationships with key internal and external stakeholders to ensure delivery of shared objectives.• Manage the area of responsibility budget including variable and fixed costs for maximum functional benefit.• Own & report on the daily, weekly and monthly deliverables (KPI's), monitoring and leading action when required to ensure commitments against deliverables are met.	
Created by:	Paul Marsella
Creation Date:	20/11/2021
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Date of last revision:	20/11/2021
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