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| **Job Title** | **Manufacturing Quality Area Leader** |
| **Business Unit** | **Packaging and Supply Chain** |
| **Location** | **SBP** |
| **Job Group** | **3B** |
| Key Relationships |
| **Reports to:** | Global Quality Director |
| **Responsible for:** | 3 direct reports (plus 11 indirect reports) covering SBP, Dufftown, Premium & Innovation. Indirect responsibility for Quality in Clonmel / Tullamore**.** |
| **Any other key relationships:** | Head of Manufacture at SBP, Dufftown, Tullamore and sub contractor partners, Material suppliers, Procurement, NPD, Engineering projects. Regional Quality Leaders/ Teams in USA, Asia and Mexico |
| Job Purpose |
| To support development of a ‘Quality Culture’ across WGS manufacturing. To drive the Quality Agenda across UK, Ireland and Premium & Innovation manufacturing locations ensuring standards are championed, rigorously maintained, deployed, and embedded to optimise product quality and deliver on customer expectations and all aspects of the premimisation agenda.  |
| Key Responsibilities & Critical Success Measures |
| * Leads, motivates and develops the Manufacturing Quality team in line with the Company Values to maximise employee engagement.
* Champions education and deployment of specific quality standards within operations, aligned to customer expectations and the WGS premimisation agenda.
* Implements effective programmes of inspection and release on incoming materials and final product to drive consistent standards across our global manufacturing locations, deploying best practice and ensuring our quality processes are fully aligned.
* Proactively supports manufacturing teams to drive improvement in quality metrics, reducing parts per million defects and levels of quality related decant and repair.
* Prepares and contributes to delivery of the Quality Function annual budget.
* Improves buy-in to the quality agenda through sourcing and delivery of educational programs to support ongoing development of a ‘Quality culture’ across UK manufacturing and subcon locations.

 * Achieves maximum levels of engagement with manufacturing teams through development of team quality champions who will drive quality advocacy and reinforce awareness of brand standards on all products in the WGS portfolio
* Maintains ongoing review of quality performance across UK manufacturing sites and subcon locations to ensure adverse trends are identified, and appropriate corrective and preventive actions are implemented to drive improvement.
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| Functional Competencies | **Function:**  | Quality |
| **Deciding and Initiating Action*** Makes prompt, clear decisions which may involve tough choices or considered risks.
* Takes responsibility for action, projects and people
* Takes initiative, acts with confidence and works at pace.
* Initiates and generates activity

 **Relating and Networking*** Establishes good relationships with customers and staff
* Builds wide and effective networks of contacts inside and outside the organization
* Relates well to people at all levels
* Manages conflict
* Uses humour appropriately to enhance relationships with others

 **Persuading and 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.

**Analysing*** Analyses numerical data, verbal data and all other sources of information
* Breaks information into component parts, patterns and relationships
* Probes for further information or greater understanding of a problem
* Makes rational judgements from the available information and analysis
* Produces workable solutions to a range of problems
* Demonstrates an understanding of how one issue may be part of a much larger system

**Delivering Results and 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

**Adapting and Responding to Change*** Adapts to changing circumstances
* Accepts new ideas and change initiatives
* Adapts interpersonal style to suit different people or situations
* Shows respect and sensitivity towards cultural and religious differences
* Deals with ambiguity, making positive use of the opportunities it presents

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| Values  |
| **Be Proud** We are proud of our brands, our heritage, and our commitment to superior quality in our products.**Be Responsible** We are accountable and are committed to performing to our full potential within our teams, and as individuals.**Be Professional** We value integrity, transparency, professionalism and constructive debate within a team working culture. | **Be Entrepreneurial** We foster a forward thinking and pioneering culture that recognises the need for innovative thinking and continuous improvement.**Think Long Term** We all care deeply about the long term prosperity of the business and understand that this long term perspective gives us a major competitive advantage.**Be Sustainable** We wish to make a positive contribution to our communities and to our environment. |
| Knowledge, Skills and Experience |
| * Degree qualified (preferably quality or business related)
* High level analytical skills and proven record of delivering results in quality excellence at a senior leadership level within FMCG.
* Demonstrable functional knowledge of working with lean six sigma (preferably black belt) methodology & practice.
* Comprehensive understanding and experience of production and packaging processed.
* Experience of working in a prestige / premium or pharmaceutical manufacturing environment.

**Desirable:*** Proven record of delivering results in relation to BRC and ISO 9001 preferably with experience in auditing /assessing against legislative standards.
* Senior leadership experience in a global matrix structure.
* MCQI (Member of the Chartered Quality Institute)
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| Personal Characteristics |
| * Positive disposition.
* Sees ‘issues as ‘challenges’.
* High energy individual, extremely driven.
* Highly visible in the manufacturing arena
* Approachable
* Disciplined and consistent
* Results driven
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| Created By: | Laura Rose | HRBP: | Louise Callaghan |
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