



Job Title	Luxury Operator (102)
Job Level	5
Location	Arete, Cumbernauld
Business Unit	Group Packaging & Supply Chain
Function	Packaging
Leader	Luxury Operations Leader
People Leadership	N/A

Role Purpose

Support the production of luxury packaged goods by completing all required tasks, including packaging or line operation specific duties. Continually work to ensure quality standards are sustained and that all health and safety guidelines, relevant legislation and standard operating procedures are fully complied with at all times.

Responsibilities

- Ensure that safe working practises and quality procedures are adhered to in line with ISO 9001, BRC, environmental and HMRC requirements for compliance.
- Undertakes packing duties and/or other production line tasks as directed and in accordance with luxury quality standards.
- Conducts quality checks at predetermined slots in the process to ensure quality is being achieved and maintained, and follows quality inspection documents to release products/materials, taking appropriate corrective action or escalating if necessary.
- Contribute to e-commerce activity, processing, picking, packing and shipping orders in line with agreed standards to ensure highest levels of customer service and achievement of all relevant KPI's.
- Conduct basic housekeeping tasks to maintain a safe and organised work environment.
- Contributes appropriately to team meetings and supports the implementation of team strategy, plans 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.

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:

<p>Working with People</p> <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses 	<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role
<p>Delivering Results and Meeting Customer Expectations</p> <ul style="list-style-type: none"> • 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 	<p>Health, Safety & Environment</p> <ul style="list-style-type: none"> • 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

Skills and Qualifications:

Essential:

- Entry level education
- Experience in following standard operating procedures
- Proficient in use of PC and popular software packages
- Basic numerical skills
- Excellent communication and team working skills

Desirable:

- Knowledge of bottling operations, preferably within the spirits/alcohol industry
- Use of automated stock control system
- Use of quality management system

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