



Job Title	Spirit Supply Team Member								
Job Level	5								
Location	Dufftown								
Business Unit	Group Distilling and Technical								
Function	Operations								
Leader	Spirit Supply Team Leader								
People Leadership	N/A								
Role Purpose To safely and efficiently carry out spirit supply activities, as per standard operating procedures to achieve spirit and cask quality specifications and budgeted operational targets. Maintain high workplace standards at all times. This role covers 4 areas: <ul style="list-style-type: none">• Cooperage• Filling Store• Warehousing• HGV Shunting									
Responsibilities <ul style="list-style-type: none">• 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.• 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, during the filling and disgorging of all spirit processed in the spirit supply area• Achieve Quality Policy and defined spirit and cask quality specifications.• Monitor and achieve operational targets in the form of Process Indicators (PI's) and Key performance Indicators (KPI's).• 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:									
<table><tr><th>KPI</th><th>Description</th></tr><tr><td>1. Compliance</td><td>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.</td></tr><tr><td>2. Quality</td><td>Achieve Quality Policy and spirit and cask quality specifications.</td></tr><tr><td>3. Volume/Cost</td><td><ul style="list-style-type: none">• Cooperage - Process budgeted number of casks and ends per person hour at each stage of the process• Filling Store - Process budgeted number of tankers/casks per person hour at each stage of the process• Warehousing - Handle budget number of casks per hour at each stage of the process• HGV Shunting - Transport and handle budget number of casks per hour at each stage of the process</td></tr></table>		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 Quality Policy and spirit and cask quality specifications.	3. Volume/Cost	<ul style="list-style-type: none">• Cooperage - Process budgeted number of casks and ends per person hour at each stage of the process• Filling Store - Process budgeted number of tankers/casks per person hour at each stage of the process• Warehousing - Handle budget number of casks per hour at each stage of the process• HGV Shunting - Transport and handle budget number of casks per hour at each stage of the process
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 Quality Policy and spirit and cask quality specifications.								
3. Volume/Cost	<ul style="list-style-type: none">• Cooperage - Process budgeted number of casks and ends per person hour at each stage of the process• Filling Store - Process budgeted number of tankers/casks per person hour at each stage of the process• Warehousing - Handle budget number of casks per hour at each stage of the process• HGV Shunting - Transport and handle budget number of casks per 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:

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

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.

Coping with Pressures and 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.

Working with People

- 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

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 a part of a much larger system

Achieving Personal Work Goals and Objectives

- Accepts and tackles demanding goals with enthusiasm
- Works hard and puts in longer hours when it is necessary
- Seeks progression to roles of increased responsibility and influence
- Identifies own development needs and makes use of developmental or training opportunities.



Skills and Qualifications:

Essential

- Self-starter with ability to understand processes and solve problems
- Operator with experience in industrial environment.
- 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.
- FLT/HGV Operator with ADR and experience in manufacturing – preferably FMCG - environment.

Created by:	Euan Henderson
Date:	27/1/2020
HR Manager:	Mark Beattie
Date of last revision:	27/1/2020