

## Role Profile

---

**Job Title:** Process Stream Manager  
**Department:** Packhouse  
**Reports To:** Packhouse Operations Manager  
**Ref:** Ref-174, V1 – 28 July 2021

---

### Role Overview

Reporting to the Packhouse Operations Manager: The role is to ensure the effective and efficient running of the Packhouse, by being the key point of contact for all Departments who service the Packhouse. They will be liaising with all the required departments within the company to ensure the Packhouse is optimising all opportunities of efficiency by running a JIT/FIFO system in and out. The role is responsible for Safety, Hygiene, Quality, Quantity, and Cost (SHQQC) and also for ensuring the Company Procedures and Policies are carried out in accordance with Company requirement. They must be able to manage, coach, communicate and develop their direct reports to achieve the day to day/week to week running of the business and have the foresight to plan at least 1 month in advance.

### Main Duties

- To ensure that a safe working environment exists for the employees in the factory and that as a minimum the department meets the standards set out in the SHE Policy (including the environmental objective) and by the Company Health & Safety policies
- Liaise with all the required departments, to understand the sales orders and translates these into a 'Living' plan, which is clearly understood and owned by the production teams
- The highest quality and food safety standards are embedded through the factory and standards of hygiene and good housekeeping appropriate to a quality food manufacturer are maintained (GMP)
- Creates a factory environment where individuals feel able to continually challenge the status quo, embrace change consistent with the company values and encouraged to make decisions in driving continuous improvement
- Utilise appropriate agreed KPI's as a basis for the development of performance improvement plans within the department and cascade these KPI's through their teams, ensuring that they are translated and used at all levels
- Develops customer confidence in the capability of the department operation to deliver the required level of customer service
- Plan, organise and measure resources to ensure that targets for production are met within set parameter
- Ensure that the appropriate team structure is in place for the department, resourced by the right number of quality people who reflect the company values and the needs of the business
- Owns training and development of the individuals in the department to enable progression to resource growth or to replace current roles (Succession Planning)
- Drives a can do attitude
- Operates day to day/week to week/month to month

This is not an exhaustive list and is subject to change and amendment.

### Competencies to perform the role

- Experience in a planning or manufacturing function, preferably within a fast moving consumer goods supplier or retailer who has the experience of running a JIT system
- A self-motivated individual that holds good leadership skills. Must have experience of managing a team and leading/driving them to goal achievement. They must be a team player who demonstrates a high level of commitment, adopts a flexible and positive approach, and able to demonstrate tenacity, and assume accountability for the Supply chain team
- Possess the ability to work unsupervised, using their own initiative and determined in driving improvement
- Strong interpersonal skills
- Ability to use own initiative to solve problems
- Confident and enthusiastic about developing people
- Able to give attention to detail
- Excellent communication skills at all levels
- High degree of IT Literacy
- Good coaching skills
- Excellent organisation and time management skills
- Good knowledge of customer standards
- Have experience of meeting deadlines on a regular basis whilst under pressure

### Qualifications

- Basic Food Hygiene and working towards or holding Intermediate Food Hygiene
- Some form of Lean Manufacturing training (preferable but not a requirement)

### Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people
2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_