

Role Profile

Job Title: Packhouse Manager - Campbellville
Department: Packhouse
Reports To: Supply Chain Manager, Canada
Ref: Ref-318, V1 – 22 Nov 2024

Role Overview

To lead, manage and organize the activities in the Packhouse to ensure that the highest levels of customer service are achieved while operating at the lowest unit cost within budgetary constraints and in line with Business Values

Main Duties

- Lead and manage the Packhouse operations and team to ensure the achievement of operational KPI objectives, including efficiency, quality and safety goals
- Ensure the requirements of the Company's Health & Safety Policy are achieved and promote the achievement of high standards of health & safety through the adoption of good work practices & proper incident investigation
- Ensure all activities are carried out in accordance with the Company's Food Safety Policy and all other associated legal & customer requirements
- Develop and lead the team to meet key performance indicators, service standards, operational procedures, business processes and reporting requirements
- Hold team members accountable for their performance, providing guidance, coaching, and taking corrective actions
- Organize, motivate, resource, and manage pack house to achieve the optimal unit cost of production through the effective management of all resources
- Conduct performance appraisals for team members, using these opportunities to review their performance, identify areas for improvement, and explore growth and career development opportunities
- Drive continuous improvement initiatives by strategically analysing current operations, utilizing data and performance metrics, and proposing actionable strategies to enhance productivity and operational effectiveness
- Coach and train staff ensuring effective teamwork, high standards of work and organizational performance
- Serve as a change agent, fostering a culture of innovation, collaboration, and accountability within the department to align with organizational goals and values
- Maintain a culture of mutual respect and employ continuous learning programs to develop and retain staff
- Prepare information and conduct regular performance meetings and reviews with the team
- Develops strategies, policies and procedures to enhance departmental performance
- Ensure a clear means of communication is in place for packhouse staff and other stakeholders
- Ensure incoming product is appropriately inspected and in line with customer specifications, and that processes and procedures are in place to provide communication feedback in the event of non-compliant product being received
- Ensure that work activities achieve high customer service levels and escalate any issues that may affect the Company's ability to fully meet Customers' requirements
- Develop and maintain an effective Production Planning system ensuring FIFO is maintained and line efficiencies are optimized
- Ensure that work activities minimize product wastage

- Coordinate with Supply Chain and Harvesting to ensure achievable packing schedules are in place to meet customer requirements. Take timely action to address schedule slippage ensuring customer service is maintained
- Establish and manage processes to ensure costs associated with raw materials and wastage are kept within tolerances
- Institute such random & routine checks as are necessary to ensure that product is handled, packed and dispatched in accordance with customer and Company requirements
- Ensure accurate audit trails and records are in place
- Identify any staff training/development action that is deemed necessary to improve work performance
- Responsible for pack house consumables such as labels, glue, cardboard, etc.

Competencies to perform the role

- Leads Change – improves the way that jobs are carried out on a daily basis; challenges the current perspective to drive continuous improvement
- Builds Teams - Establishes an environment that values and rewards team effort; builds teams with a variety of backgrounds and perspectives; Encourages frank and open debate; Establishes collective responsibility for goals
- Manages Performance - Defines strategic and operational goals; develops the business plan to achieve goals.
- Develops People - Drives capability development in line with future needs; prioritizes training and releases people for training and development activity; helps team construct personal development plans.
- Leads Authentically - Delivers tough messages sensitively; provides direct and timely feedback; challenges processes and behaviours that are contrary to the Business Values
- Acts Commercially – checks what the competitors are doing; challenges activity which doesn't increase sales or reduce cost; understands the impact of area on Profit and Loss, Cash Flow and Balance Sheet
- Customer Focus – takes specific action on customer feedback; may provide input to strategic decisions and supporting processes to drive improved service
- Solves Problems – Considers the whole problem/process when diagnosing problems; thinks on feet when required; solves the root problem; reviews and resolves escalated problems
- Plans and organizes – develops own business plan; clearly and comprehensively cascades plan to the team and ensures ownership and commitment to deliver; uses structured planning techniques to deliver strategic programs of work
- Communication - Builds a culture of two-way communication flow; uses communication to create energy and enthusiasm in the business and to inspire commitment; develops industry networks that benefit the company

Experience and Qualifications

- Minimum of 3 years' experience of working in a similar position
- Engineering degree in manufacturing or operations an asset
- Knowledge of lean manufacturing and six sigma would be an advantage
- Experience in the FMCG industry managing packing line operations