

JOB TITLE	Operations Manager with responsibility for Quality
FUNCTION	Operations
REPORTING TO	PTG General Manager
LOCATION	Shannon

THE POSITION

The Operations Manager is responsible for directing all Operational functions and activities including manufacturing, management of operations P&L, production planning, and Budgeting. This role also acts as the management representative for Quality and EHS

THE RESPONSIBILITIES

The Operations Manager will be responsible for delivering all operational objectives for daily, weekly, monthly, quarterly, and annual metrics.

Primary Duties & Responsibilities:

- Ensure the manufacturing operation accomplishes Safety, Quality, Output and Cost performance objectives. When misses occur, develops a credible recovery plan with team.
- Manage daily /weekly production meetings reporting on all metrics
- Manage performance productivity and hold accountability for that performance.
- Implement Lean Manufacturing principles
- Preparation and management of the operations budget
- Responsible for ensuring compliance with environmental, health and safety regulations.
- Leads the operations team in developing and delivering business strategy and improvements.
- Direct and coordinate manufacturing activities based on policies, objectives and programs spanning manufacturing functions.
- Communicate effectively with customers, suppliers and corporate colleagues at all levels.
- Drive an environment of compliance within Hi-Life by working with all functional managers and their support staff to define expected quality standards and the roles/responsibilities in the maintenance of these standards.
- Support the company's continued accreditation to external standards and regulatory bodies and implement effective corrective actions where non-conformance issues arise.

- Manage the in house documentation control system.
- Provide support and resolution to the customer on all customer quality issues related to the Shannon Plant and European Service Centre.
- Drive quality improvement programs to achieve PCC expectation on performance targets in areas such as scrap, returns and customer complaint reductions.
- Support training programs in GMP and regulatory understanding, including quality tools such as SPC / Gauge R&R / FMEA / DOE / Poka Yoke.
- Play a lead role in all audit programmes, internal and external.
- Manage NPI activities in the regulated areas of the plant
- Responsible for ensuring compliance with quality standards to ensure the highest levels of customer satisfaction and standard of products is maintained.

EDUCATION & QUALIFICATIONS

- Degree educated or equivalent qualification in a relevant subject (preferably engineering).
- Six Sigma certification desirable

EXPERIENCE

- At least 7 years manufacturing operations management experience. Background and knowledge of engineering production methods preferred.
- Lean manufacturing experience desirable
- Experience of working in a unionised environment strongly desirable
- Previous experience of working within a Regulatory Environment at a Management level and experience of Lead Auditing
- Strong demonstrated track record in QA Improvement required
- Working knowledge of regulatory requirements including ISO 9001, ISO 13485 required.
- Must possess a good understanding of quality tools such as SPC / Process Control, Gauge R&R, FMEA, Problem Solving / Root Cause Analysis and other Six Sigma tools.

COMPETENCIES, PERSONAL SKILLS AND ATTRIBUTES

- Excellent leadership qualities, positively models behaviour and leads by example.
- Demonstrated ability to lead a team and manage supervisors.
- Highest level of professionalism and integrity.
- Operates to the highest ethical, moral and legal standards.
- Ability to influence and negotiate.
- Excellent communication skills: written, verbal, interpersonal and presentation.
- Excellent financial, commercial and operational acumen.
- Highest level of attention to detail.
- Hands on problem solver.
- Excellent organisational and time management skills.
- Driver of change with a strong work ethic.