

Position Description

POSITION TITLE: OPERATIONS MANAGER

DEPARTMENT: REGIONAL ENTERPRISES

RESPONSIBLE TO: GENERAL MANAGER, REGIONAL ENTERPRISES

DIRECT REPORTS: STAFF & EMPLOYEES

EMPLOYMENT TYPE: FULL TIME PERMANANT

LOCATION:

National Police Check WWC NDIS or DCSI – Disability Medical

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the General Manager, Operations & Regional Enterprises, the primary function of this role will be to manage the overall site operations; liaise directly with existing and new customers; drive a continuous improvement culture in the production units; achieve planned production levels ensuring the maximisation of available resources through effective workplace planning, scheduling and operational reviews ensuring financial and safety outcomes are achieved.

KEY RESPONSIBILITIES

- Responsible for the daily and strategic management of the site's operations
- Liaise with customers to ensure we are satisfying if not exceeding their needs
- Assist with the generation of sales leads and new revenue streams to ensure growth within the site
- Ensure production quality meets customer requirements and is in accordance with quality standards
- Responsible for production planning, including scheduling of work, workforce planning and forecasting (in liaison with sales), and quality and maintenance to ensure optimum production performance in line with sales forecasts and production targets
- Assist the Personnel & Training Officer to ensure quality selection, training, development and utilisation of employees
- Support Supervisors to complete required documentation on employees regarding their Individual Training Plans (ITPs) as required

- Responsible for accurate monitoring of variables affecting production yields and where necessary initiate corrective action plan
- Development and implementation of continuous improvement strategies inclusive of investigating and implementing improvements to processes, productivity, quality, cost and customer service
- Ensure preparation of monthly, quarterly and annual reports as required
- Assist the General Manager, Operations and Regional Enterprises with the formulation of capital expenditure and operating budgets, examine variances and exercise financial control to ensure that production activities operate at minimum cost
- Assist the Supervisors to develop team rosters as required
- Develop and maintain a strong working relationship with internal and external stakeholders
- Provide strong leadership and effective training to Supervisors and employees
- Ensure effective communication and updates to all Supervisors
- Ensure all tools and equipment are used as per Standard Operating Procedures (SOPs)
- Ensure resources and processes are available to minimise health and safety risks
- Acquire and maintain work health and safety knowledge relevant to your workplace and understand all operations and associated hazards and risks
- Follow compliance within Bedford Phoenix's policies and procedures including the code of conduct and Equal Employment Opportunities
- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework
- Comply with the NDIS Quality & Safeguarding Framework ensuring incidents are managed and reported in accordance with legislative requirements
- Support employees to achieve their NDIS goals and objectives
- Other duties as per the direction of the General Manager, Operations and Regional Enterprises

Technical Know How:

- Qualified in appropriate discipline such as process engineering together with practical experience in coordinating complex assignments
- Ensure Quality standards for packaging are maintained or exceeded to ensure Customer satisfaction
- Ensure Customers orders achieved in the required time frames e.g. DIFOT (Delivered on time in full) – correct staffing levels
- Experience with maintaining customer relationships at different levels within an organisation
- Extensive experience in production management including managing people
- Experience working in a fast paced and highly demanding environment
- Demonstrated expertise in scheduling and production planning
- Experience with continuous improvement
- Effective communication skills - both written and verbal
- Excellent organisational and time management skills and the ability to prioritise
- A high level of attention to detail and accuracy of information
- A positive and empathic attitude towards people with a disability
- An understanding of Quality, WHS and HACCP, food safety systems
- National Police clearance
- Current Driver's Licence

SKILLS/ATTRIBUTES

Personal Attributes

- Ability to work with minimum of supervision and meet deadlines
- Demonstrated experience in production management
- Demonstrated experience and understanding of Gardening or Horticultural environment.
- Demonstrated experience and understanding of chemicals and machinery
- Good communication skills
- Sound knowledge of the National Disability Insurance Scheme Practice Standards
- Creative, logical thinker - able to modify tasks to meet the needs of individuals
- Willing to actively participate in hands on work in an outdoors setting with variable weather conditions

Essential Skills and Qualities

- Certificate III or higher in Disability/Community Services or equivalent or willing to undertake study to achieve Certificate III
- Certificate in Horticulture or willingness to undertake any necessary training
- Current Provide First Aid Certificate
- Knowledge of WHS regulations
- Knowledge of Quality Management Systems
- Commitment to the welfare, rights and personal development of people with a disability, in line with the NDIS Practice Standards
- Current National Police Clearance
- Current Worker Screening
- Hands on training and/or managerial experience
- Current Drivers Licence

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards).

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Operations Manager

Name: _____

Signed: _____

Date: _____