

JOB DESCRIPTION

JOB TITLE : VP Operations

REPORTING TO : President

1.0 KEY ACCOUNTABILITIES

1.1 The VP Operations shall:

- Develop, improve and implement both strategic and operational plans to meet company goals and growth aspirations.
- Manage & maintain the production, procurement, logistics and contract engineering functions including responsibility for all QSHE activities.
- Maximise the company's employee productivity and financial performance.
- Introduce 3-5 year visual KPI metrics and reporting.
- Create and support financial plans for increasing revenue and margins.
- Apply world class tools and techniques, which drive positive change towards 'A Path to Lean' and operational excellence success.
- Consult with the Senior Management Team regarding work priorities including after sales / field service needs.
- Lead by example and inspire employees to help create Thurne high performance Teamwork.
- Deliver excellent communication and effective management skills at all levels throughout the business.
- Ensure all aspects of the Company's process and procedures are developed, maintained and adhered to at all times.
- Identify, implement and maintain an effective ERP system and associated automated controls for business transformation, improvement and re-engineering.
- Continue to support employee development and act as a partner to the Innovation Manager for NPD requirements.
- Agree, implement and maintain value added ISO standards for improved consistency and to reinforce regulation compliance / best in class practices for a sustainable future.

2.0 GENERAL OBJECTIVES AND MEANS OF MEASUREMENT

MAIN DUTIES & RESPONSIBILITIES	MEANS OF MEASUREMENT
1.1 Develop and implement strategies to increase efficiency and productivity.	1.1 Improve / maintain margins (margin reports).
1.2 Manage budgets and financial resources to maximise profitability.	1.2 Internal financial accounts.
1.3 Work in accordance with Company guidelines, ISO 9001 and relevant international standards (e.g. CE).	1.3 QSHE KPI's.
1.4 Manage supply chain including relationships / agreements with external partners / vendors.	1.4 Vendor rating using a score card pack / dashboard.
1.5 Consult with the President to make decisions for operational activities and set strategic goals.	1.5 Business alignment and personal recognition award.
1.6 Lead, manage and motivate employees and provide constructive feedback.	1.6 Gemba walk, one to one & regular team meetings to ensure positive employee engagement.
1.7 Evaluate overall performance by gathering, analysing and interpreting data.	1.7 Publication of key KPI's.
1.8 Collaborate with all department functions to ensure smooth operations and a timely delivery of products.	1.8 Customer satisfaction and on time delivery.
1.9 Create operation strategies to minimise stock losses, implementing initiatives to reduce company costs and increase employee productivity.	1.9 Margin reports / Internal financial accounts & monthly KPI performance reporting.
1.10 Manage the company's health and safety requirements / commitments.	1.10 Health and safety audits (internal & external) and monthly KPI reporting of safety performance statistics.



4.0 GENERAL

- 4.1 The role is Norwich office based. Occasional travel domestically and overseas may be required.
- 4.2 The VP Operations is expected to always promote the best interests of the Company.
- 4.3 Additionally, you may be required to undertake such other duties as may reasonably be required of you in the post and department as mentioned above or another post in the Company.
- 4.4 Adhere to the Thurne Code of Conduct and Thurne Handbook.
- 4.5 Uphold the Thurne Values and Mission Statement.

5.0 COMMUNICATION WITH OTHER DEPARTMENTS

- 5.1 It is expected that the title holder shall endeavour to exchange important information on a frequent basis with all appropriate departments / functions where and when required.
- 5.2 If the above does not have the desired effect and further support is needed, then the title holder needs to contact the President.

Notes for above Role:

- High end capital goods manufacturing / planning experience is required.
- A technical manufacturing / design led background would be preferred but not essential.
- Factory & people management / planning is required.
- Health and Safety experience is required.
- Management of a procurement function is required.
- Management of a design team would be preferred but not essential.



- Experience of lean manufacturing would be preferred.
- Experience of project management would be preferred.
- Experience of the introduction of ERP / technology to support manufacturing would be preferred.
- Knowledge of industry's legal rules and guidelines.
- Outstanding communication and people skills.
- Excellent IT and Excel skills required.

Key Attributes for the role:

- Positive track record of operational experience and success.
- Relevant industry or product related experience.
- Excellent organisational, communication and leadership skills.
- A commitment to continuous improvement and desire for Lean.
- Excellent people skills and focus on culture for engagement.
- Analytical skills to evaluate data for performance delivery.
- Excellent time management and decision making.
- Team player who enjoys a challenge and problem solving.
- Ability to negotiate for positive supply chain and procurement results.
- Degree level educated with relevant professional qualifications.