

Job Description Form

Position Title: Head, Operations	Band	HD
Business Group: Agri Foods	Business Unit: Flour	
Department: Manufacturing	Location: Khalid Port	
Administrative reporting: CEO	Functional reporting: GD, SC	

Downward Reporting Relationships:

Job Summary

The Operations Head has an integral role of Managing Flour & Animal Nutrition Factory and Supply Chain Operations, driving departmental efficiencies to meet business objectives by implementing Standard Operating Procedures for continuous improvement to enhance business effectiveness and profitability.

The Operations Head is expected to practice good manufacturing habits, ensure safe food for consumers and safe working environment for employees maintaining economy of production at desired level.

Key Business Factors

The Site is a common site for both Flour and Feeds with a blend of conventional and modern technology. It has a state-of-the-art Buhler Mills for both businesses. It also houses the company's Flour Heat Treatment (FHT) facility, which is one of the only such facility in MEA and South Asia region. The site produces from basic to speciality flour and feed and packaging formats which range from consumer packs, bulk packs to bulk tankers

Key Responsibility Areas

- Plan and direct operations to ensure that production targets are met, in accordance with budgeted plans.
- Create a synergy among all manufacturing & supply chain departments to achieve production goals within target cost and efficiency parameters, whilst fulfilling quality and customer service objectives.
- Institutionalize a continuous improvement culture in the operations team to drive cost optimization and enhance production efficiencies.
- Define risk and contingency plans to overcome any deviation from set production targets or factory standards.
- Ensure high standards of Safety, Health, Hygiene and effluent treatment. Eliminate occupational hazards and disease and ensure prime health in the work teams.
- Ensure that the site is complaint with regulatory requirements at all times.
- In coordination with Central Planning, periodically review capacities and capabilities at all points in the chain to support business growth plans. Recommend and execute corrective actions to ensure business continuity.
- In coordination with Central Planning, periodically review inventory related metrics at all points in the chain, including engineering spares. Highlight deviations to business leadership and work with the team to develop and execute action plans to mitigate risk of financial loss.
- Ensure inventory control at all points in the chain by conducting periodic cycle counts in line with corporate policy.
- Ensure that the operations team of managers are in a state of high motivation as evidenced in their problem-solving approach, willingness to stretch and willingness to collaborate with other teams.
- Ensure adequate pipeline of talent and skills for succession.
- Understand, reflect & practice IFFCO's Vision & Values.
- Ensure implementation of policy, systems and processes as defined by Corporate Supply Chain.

Key Performance Indicators

- Overall Equipment Efficiency (OEE)
- Operations Cost
- Inventory days
- Customer Service
- Quality complaints
- Safety Indicators

Background						
Qualifications						
Education Required		Essential		Desirable		
B.Tech, M. Tech. /Food Technologist		Yes				
Post-Graduation in Operations Management is preferred.				Yes		
Work Experience						
Work Experience required		Experience required	Essential	Desirable		
Experience in medium or large sized Flour Manufacturing industry,		12-15 years	Yes			
The last 3-5 years in a leadership role handling end-to-end site operations		3-5 years	Yes			
Troubleshooting abilities with respect to flour process and machinery (Preferable Buhler).			Yes			
Hands-on-experience in production of different product specification				Yes		
Competencies/Skills required						
Technical Skills		Essential	Desirable	Behavioural Skills	Essential	Desirable
Deep understanding of Operational Process		Yes		Strong leadership and man management skills	Yes	
Business Acumen			Yes	Ability to initiate and implement new ideas		Yes
Communication skills to communicate across the organization		Yes		High level of decision making and problem solving skills	Yes	
Project Execution		Yes		Motivating, coaching and developing people	Yes	
Analytical and problem solving skills		Yes				
Hands on exposure to advanced ERP systems			Yes			
Additional Remarks						