

## *POSITION DESCRIPTION*

### **PRODUCTION MANAGER**

**Reports to:** General Manager, Hunter Businesses and Qld Packaging

**Direct Reports:** Production Coordinator

**Level:** MGT 8 - NDS Capability Framework

**Located:** **Commercial Laundry, Warabrook**

#### **Strategic Purpose**

To facilitate House with No Steps (HWNS) Purpose, Vision and Values within a Business operational environment, and to achieve strategic goals and financial and non-financial targets.

Our Purpose - We help people with a disability live a great life.

Our Vision - Inclusive communities which respect, value and empower all people with a disability.

Our Values – Empowerment, Respect, Inclusion, Commitment & Achievement.

The Production Manager ensures that the Laundry operates efficiently meeting all production targets whilst maintaining a high quality service. The Production Manager also ensures that all employees of the Laundry are supported and equipped to deliver consistently high performance in a safe and positive work environment.

This role supports HWNS Vision, Purpose and Values through providing a high quality, customer focused service supporting greater employment opportunities to enhance the lives of people with a disability.

#### **Primary Operational Objectives**

- Monitor and manage operational flow of the laundry and key station performance to achieve production targets
- Ensuring that equipment is maintained to achieve performance specifications, and scheduling to minimise impact to production
- Set and manage Production rosters that optimise efficiency and safety
- Train and develop staff to ensure performance expectations are met to a high standard
- Promote team cohesion and a positive work environment
- Ensuring the operation is meeting legislative and industry standard requirements.
- Actively contributing to the senior leadership team and supporting the overall Laundry production team.

## **Key Accountabilities for IMPACT**

### **Innovation**

- Facilitate continuous improvement and improved quality processes in the Laundry including Sorting, Wash, Ironers, Towelling, Pack & Dispatch areas.
- Analyse laundry data and station output reports in order to make improvements to Laundry processes and increase efficiency where possible
- Recommend changes to resourcing and equipment to support the strategic and operational goals of the business.

### **Market Strength**

- Identify opportunities for growth that will support increased employment opportunities for people with disabilities and revenue for the business.
- Liaise with the Business Development Manager and General Manager to support new and existing marketing campaigns
- Provide appropriate data for new business tenders and proposals as required.

### **People**

- Train and develop staff to ensure performance expectations are met to a high standard
- Prioritise and delegate tasks to appropriate team members and follow up to ensure services are delivered effectively, and in line with HWNS policies and procedures
- Provide effective leadership to the laundry team, role modelling positive managerial and team membership behaviours to build team engagement and a high performance work culture.
- Develop and deliver effective communication practices that keep their team, internal and external stakeholders well informed about laundry or HWNS matters.

### **Accountability**

- Ensuring the laundry operation is meeting legislative and industry standard requirements.
- Liaise with internal and external advisors and / or auditors to ensure that the Laundry is adhering to all relevant standards
- Provide timely and accurate reports to the General Manager or other relevant stakeholders
- Monitor and review all laundry practices and equipment to ensure a safe and respectful work environment, making recommendations where required to minimise risk to staff and business operations.

### **Customer**

- Develop a strong customer service ethic in the laundry team
- Work collaboratively with the Business Development Manager and General Manager to resolve any customer complaints or requests quickly and effectively.
- Assist with any required negotiations or tenders to new or existing customers
- Liaise with external disability services, schools and HWNS employee and support services to effectively support improved outcomes for supported employees.

### **Transformation**

- Supports change management and effectively adopts new technology and equipment to improve the Laundry production efficiency or capacity.
- Review and recommend opportunities for technological solutions to existing operational issues.
- Maintains and develops his/ her own technical expertise and keeps abreast of industry best practices.

### **Key Communications**

- General Manager, Hunter Businesses and Qld Packaging BDMs
- Production Coordinator and Laundry Team Leaders
- Senior Management team for Hunter Businesses
- Support Services team, including HR, Employee Services and Finance.

### **Knowledge, Skills, Experience and Values Required\***

#### **Essential**

- A commitment to the Code of Conduct of House with No Steps.
- Skills or Competencies -
  - Excellent business acumen and the ability to read, interpret and analyse business and financial data
  - Sound interpersonal, negotiation and communication skills
  - Demonstrated leadership and management skills within a fast paced and high pressure production environment
  - Sound literacy, numeracy and computer skills, particularly Microsoft office.
  - Current driver's license.
- Demonstrated knowledge of relevant Workplace Health and Safety legislation, quality assurance systems and industry benchmarking.
- Personal Qualities – a demonstrated commitment to working with people with disabilities, and a proactive, supportive and inclusive management style.

#### **Desirable**

- Qualifications - A relevant tertiary qualification in business or management.
- Experience - Working in disability services and/ or a Commercial Laundry environment.

*\*Refer to NDS Capability Framework – Business Enterprises Job Family, Level 8 (attached)*

### **Acknowledgement:**

I have read and understood the above position description, and agree to perform the duties as described.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Prepared July 2018

## NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – BUSINESS ENTERPRISES JOB FAMILY

Strategic Core Requirements	Level 7	Level 8	Level 9	
<b>Sector and Organisation Purpose &amp; Values</b>	General knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability. Understands the role, vision, mission and values of the organisation. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates.	Working knowledge of human rights based approaches and the individual and community context of disability. Detailed understanding of the role, vision, mission and values of the organisation and the supports and services offered. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates. Working knowledge of organisation infrastructure.	In-depth understanding of the philosophy of human rights based approaches in the disability sector. Broad knowledge of the sector and the individual and community context. In-depth understanding of the vision, mission, values of the organisation and the supports and services offered. Aligns with approaches and with organisation values. Working knowledge of the strategic direction under which the organisation operates, organisation functions and infrastructure.	A comprehensive understanding of human rights based approaches and community context in which the organisation operates. Comprehensive understanding of the organisation and the individual and community context. Behaviour consistent with the strategy and objectives. Understands the imperatives under which organisations operate.
<b>Leadership / Teamwork</b>	May lead a small team and/or participate as an effective team member. Supports other team members, sharing knowledge and information. Participates in professional team meetings. Plans and schedules own work independently. Monitors progress against work plans and required outcomes and takes appropriate corrective action.	May lead a team, monitoring and coaching to achieve required outcomes/performance. Effective team member; provides support to higher level roles. Shares knowledge and information and contributes to professional team meetings. Schedules own work and contributes to work planning. Monitors the progress of work and, under guidance, will estimate, cost and schedule work.	May lead a team within the context of multiple, complex service offerings. May supervise team leaders, coaching and building effective team work. Effective team participant. Provides guidance and information to less experienced staff within area. Evaluates the work of others. Working knowledge of relevant external relationships. Maintains defined relationships under guidance and ensures they work efficiently.	Develops plans and strategies. Sets objectives, shares knowledge and information. May provide operational and coaching a manager. Offers guidance and information to less experienced staff within area. Provides professional advice on issues as requested. Consults on issues as requested.
<b>Communication</b>	Effectively handles complex, sensitive issues and collaborates with other work areas. Uses positive engaging techniques and adapts own style to needs of other person. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. Drafts and liaises on written work; prepares complex management reports. Has a network of relevant contacts in other work areas.	Develops flexible communication techniques that engender positive engaging relationships. Has good listening skills and seeks, provides and/or shares information appropriately and respectfully; developing influencing skills. Has a network of relevant contacts to resolve work issues. Acquires basic negotiation techniques in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.	Has flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes. Uses influencing skills. Uses a broad network of contacts to resolve work issues. Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.	Uses varied communication techniques to engage stakeholders and ensure consistency within the organisation. Uses a broad network of contacts to resolve work issues. Works to resolve and functional limits; complex internal and external issues.
<b>Customer Relationships</b>	Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations. Develops working relationships with other work areas to assist in customer service. Maintains confidentiality and understands diversity. When required, involves more experienced staff in the more sensitive or serious matters. Develops working relationships with stakeholders.	Uses basic professional competence to perform relevant professional work supporting customers with problem solving and decision making about their needs and expectations. On straightforward matters, maintains regular communication with customers. Able to work with other teams or service providers. Understands diversity and confidentiality requirements. Works with more experienced staff on the more sensitive or serious matters. On straightforward matters, maintains regular communication with stakeholders.	Uses thorough and advanced professional competence to support customers with problem solving and decision making about their needs and expectations. Understands scope of service offerings and can negotiate within boundaries. Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements. Interacts with stakeholders. Uses understanding of relationships and needs to recommend changes to approach.	Using complex/ specialist experience, takes responsibility for customer relationship more complex customer mechanisms. May provide professional advice on issues as requested. Provides advanced professional advice on issues as requested.
<b>Personal Accountability</b>	Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. Recommends changes to procedures and quality standards that may impact across other work areas. Analyses and mitigates risk. Ensures appropriate use of resources. Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing. Adopts a professional approach to personal accountability. Develops the capability to promote and market service offerings.	Understands the intent and framework of relevant compliance legislation, quality standards, policies & procedures relevant to the role, and where to find necessary information. Addresses and mitigates risk. Contributes to health, safety and wellbeing and to an effective workplace. Understands the need to appropriately use financial and other resources. Able to market and promote organisation service offerings and work with other agencies and stakeholders.	A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role. In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the organisation work environment. Identifies and mitigates risks. Promotes the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.	Understands the implications of compliance legislation, quality standards, policies & procedures relevant to the role. Understands the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.
<b>Innovation</b>	Identifies opportunities for innovation. Adopts a creative and resourceful approach. Takes personal responsibility for continuous improvement and quality in own work. Solves most problems in own work and participates in wider problem identification and resolution tasks. Applies improvement processes.	Approaches own work and problem resolution creatively and flexibly. Supports innovation and creativity at the individual and team level. Understands quality principles, and application of quality improvement methods. Resolves problems and foresees consequences.	Exercises initiative and judgement, under guidance, to creatively improve service or product offerings. Is adaptable and resourceful. Understands organisation processes and quality principles, and applies improvement methods. Resolves standard problems in designated area.	Models a resourceful well developed problem solving approach and applies it to a defined area and for improvement. Applies improvement methods. Resolves standard problems in designated area. Participates in improvement processes.
<b>Experience / Qualifications</b>	A relevant tertiary qualification and/or equivalent knowledge and experience, or 4 year degree with little experience. Where required for practice, registration with professional body maintained. Undertakes regular professional development.	A relevant tertiary qualification and/or equivalent experience. Where required for practice, registration with professional body maintained. Demonstrates knowledge and skills equivalent to discipline specific competencies for this level. Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.

## NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – BUSINESS ENTERPRISES JOB FAMILY

Functional Requirements	Level 7	Level 8	Level 9	
<b>Workforce Management &amp; Performance</b>	Acquires and applies contemporary human resources knowledge and practices in managing staff in a number of different work areas, requiring motivation, coaching, monitoring and coordination to achieve service outcomes. Ensures business performance measures/KPIs are understood and able to be met by team.	Understands and applies contemporary human resources practices in managing staff engaged in the delivery of a variety of business services. Motivates, coaches, coordinates activities, and evaluates performance. Ensures required business outcomes/performance measures/KPIs are understood and able to be met by team.	Understands and applies contemporary human resources practices in managing staff delivering a range of multiple business services. Collaborates with technical experts on human resources matters. Leads, coaches, motivates and builds effective teamwork. Ensures required business outcomes/performance measures/KPIs are understood and met.	Understands and applies managing staff with diverse business services. Acquires Collaborates with technical Builds effective leadership the metrics and performs required business outcome
<b>Employee Support</b>	Understands the range of individual employee needs. Factors individual employee needs into the organisation of work processes when possible. Provides training activities to meet employment goals. May assist with developing training plans.	Good understanding of the range of individual employee needs. Ensures employee needs and differences are factored into work organisation. Provides training and develops training plans. Assists in the development of recommendations for further training. Prepares reports.	In-depth understanding of the range of individual employee needs. Ensures all employees have in place an appropriate individual plan which is implemented and evaluated effectively. Provides day to day technical support and training to employees. Provides advice and support to peers and other staff.	Comprehensive understanding of individual employee needs. Ensures that all employees have an individual plan which is in Provides specialist advice employee issues and strategies more complex and sensitive
<b>Business Operations</b>	Assists with the allocation of resources. Ensures all stores, production and equipment is available and operational to meet scheduled production or services. Schedules jobs including individual steps in the process. Coordinates resources to implement revised and/or new processes and techniques. Assists in monitoring production output and processes	Sets work plans up to a month in advance. Organises resources consistent with priorities. Coordinates resources to implement changes. Cooperates with other areas to implement changes across the business operation. Ensures all stores and equipment are available and operational to meet scheduled operations. Takes appropriate corrective actions where necessary.	Evaluates specified business operations outcomes and makes recommendations regarding improvements. Consults with staff and external bodies on issues associated with the success of operations. Organises resources consistent with priorities. Undertakes considerable interaction with senior managers on business operations matters.	Develops, monitors and controls complex business operations to other professionals. Evaluates resource needs and assesses operational reports for senior managers and schedules for complex operations managers. Tracks progress
<b>Business Development &amp; Sales</b>	Assists with identifying new business opportunities with existing customers. Suggests possible new markets. Assists with collecting and analysing marketplace information. Develops capability to be persuasive and confident in selling business services. Assists with the negotiation of minor contracts. Able to prepare or assist with standard non-complex contracts and tender submissions and proposals.	Assists with or identifies new business opportunities with existing customers. Contributes to the development of new markets. Collects and analyses marketplace information. Is persuasive and confident in selling business products or services. Has basic negotiation skills, learning to explore alternatives and positions to reach outcomes that gain all parties' support and acceptance. Assists in complex sales negotiations. Prepares standard contracts, tender submissions and proposals.	Identifies and assists with new opportunities and estimates their business value to the organisation. Sells products and services in accordance with agreed business development and sales plans. Identifies opportunities for cross selling. Conducts negotiations on routine business enterprise matters. Utilises effective negotiation skills to meet both the customer's and organisation's business objectives. Prepares contracts, tender submissions and proposals for the organisation or business enterprise function.	Establishes and builds relationships across the relevant region and submissions. Able to prepare requirements service development. Expects relationships. Conducts negotiations on a range of issues. Explores outcomes that gain all parties' support
<b>Applied Technical / Professional Knowledge</b>	Learns to apply relevant knowledge and technical expertise or provides advice based on significant practical experience. Uses standard methods and techniques. Is able to research technical principles and issues efficiently and appropriately.	Applies knowledge and technical expertise to judge and assess standard situations and recommend appropriate solutions. Has an understanding of the technical principles applicable to the work area and a general knowledge of related areas.	Considers day-to-day issues and makes judgements based on well developed professional experience and technical knowledge. Draws on a number of methodologies and techniques. Identifies alternatives based on contemporary business enterprise practices.	Uses innovative, advanced technical knowledge to solve services, advice and train enquiries and follows up on issues. Undertakes research, analysis based on contemporary business enterprise practices
<b>Risk Management &amp; Quality Assurance</b>	Learns to apply risk and quality assurance policies and procedural guidelines. Assists less experienced staff. Analyses the work environment, under guidance, to identify and report on current and emerging risks and quality issues. Takes agreed corrective action.	Applies risk and quality assurance policies and procedural guidelines, working with teams to address straightforward quality issues. Analyses the work environment to identify current and emerging issues, using standard assessment tools. Acts on identified risks and quality issues or provides advice on actions required.	Complies with external risk and quality assurance requirements and internal policies and procedural guidelines. Provides advice and support to business units to address risk and quality requirements. Analyses the relevant business environment to identify current and emerging risks and quality issues. Undertakes standard risk assessments, internal audits and quality assurance processes. Seeks external advice as needed.	Understands the risk and quality assurance requirements and internal policies and procedural guidelines. Provides advice and support to business units to address risk and quality requirements. Analyses the relevant business environment to identify current and emerging risks and quality issues. Undertakes standard risk assessments, internal audits and quality assurance processes. Seeks external advice as needed.
<b>Financial Management</b>	Contributes to budgeting and associated financial tasks. Ensures preparation of data and reports.	Contributes to and assists with development of budgets. Carries out associated financial tasks. Uses available systems to assemble reports. Identifies and reports on variances from expected outcomes.	Prepares budgets for recommendation. Checks for gaps/errors in data. Identifies and reports variances from expected outcomes, takes corrective action. Analyses financial and operational information.	Ensures budgets are prepared where necessary information, determining interpretations meaningful recommendations and outcomes
<b>Business Reporting, Documentation &amp; Administration</b>	Carries out allocated reporting, documentation and administration tasks. Learns documentation requirements and to write reports. Effectively uses technology; captures necessary data.	Carries out reporting, documentation and administration tasks. Prepares straightforward reports. Maintains required documentation. Effectively uses technology. Extracts data from multiple sources, and assembles into standard formats for analysis.	Undertakes reporting, documentation and administrative responsibilities efficiently using available technology. Maintains required documentation. Checks for the appropriate application of policy. Prepares reports and written assessments.	Ensures reporting, documentation and administration tasks are efficiently dealt with using complex reports for senior professional skills and expertise