

JOB DESCRIPTION FORM			
Job Title:	Plant Technical Officer	Hay Grade	
Department/Group:	Operations	Location:	Matraverse
Reporting to:	Performance Manager	Position Type:	Full Time
HR Contact:		Date posted:	
Current Job holder:		Start Date:	

Knauf commitment - “Working together to be our Customer's Best Supplier”

1. SUMMARY OF OVERALL JOB ASSIGNMENT

The Plant Technical Officer plays a critical role in supporting the plant through the early detection and escalation of quality issues, conducting root cause analysis and partaking in the timely resolution of production issues and field customer complaints, providing technical expertise. The Plant Technical Officer is responsible for the identification and implementation of process and product improvements as well as the introduction of new products to site.

2. MAIN ACTIVITIES / RESPONSIBILITIES

The Plant Technical Officer will provide effective technical service and support to the plant while being mindful of, and compliant with budgetary provisions or constraints.

The Plant Technical Officer will develop and maintain effective working relationships with personnel within the Production Department, the Manufacturing Plant and in other departments in the Company in order to provide the highest standard of service and technical assistance to all internal & external customers in a timely, willing and friendly manner.

The Plant Technical Officer will assist in achieving functional and departmental objectives by conducting the following activities and responsibilities:

Responsibilities

- Maintain site test methods, specifications, recipes, Standard Operating Conditions (SOCs) and the Shopfloor Quality System (SFCQP), ensuring they are valid and available for use by Production crews
- Sample and test incoming raw material & review their Certificate of Analysis against their specifications
- Test goods in process and finished goods against internal specifications and external standards
- Conduct timely internal audits of the business wide Integrated Safety, Quality, Environment System (IMS) underpinning the site's external certification
- Maintain site IMS system – identifying and addressing gaps, ensuring documents are up to date
- Plan, lead and coordinate trials to implement new processes, products or improvement in tandem with all manufacturing teams
- Prepare and issue technical reports, summaries, trends, recommendations and the like on investigations, tests, plant trials in a concise and timely manner, applying appropriate analytical and statistical techniques to summarise and present data
- Acquire, maintain and timely calibrate measurement devices and equipment ensuring that is fit for purpose, in good working order and within tolerance(s)

- Partake in cross-departmental teams to contain and resolve quality, utilisation or scrap issues, providing technical expertise
- Conduct customer complaint investigations, applying appropriate RCA to implement actions in tandem with all manufacturing teams to improve quality
- Conduct internal and competitor board benchmarking to identify and drive improvements
- Performs work in a safe manner at all times, maintaining a high level of housekeeping in all work areas
- Acts in accordance with Knauf policy and procedures and strictly within limits of Authority
- Active implementation of the Knauf occupational health and safety policy
- Commitment to the Knauf Code of Conduct
- Other duties and activities as assigned from time to time

3. MINIMUM COMPETENCIES REQUIRED FOR THE JOB

Professional and/or technical competencies:

- Tertiary qualifications in science or engineering
- Good planning and organisational skills
- Excellent communication (both written and verbal) as well as interpersonal skills
- High attention to detail and accuracy
- Able to achieve results in an environment that has tight deadlines
- High level problem solving skills, using a methodological approach, data and analytical tools

Behavioural and/or managerial competencies:

- Positive, proactive and enthusiastic with a genuine 'can do' mentality
- A personal customer focussed mentality, willing to serve both internal and external customers
- Stays calm under pressure when handling multiple tasks – decisive
- If necessary - able to handle challenging, confrontational situations and drive change
- Open attitude to learning and receiving feedback to develop required knowledge and skills
- Able to work both autonomously and collaborate effectively in a team environment
- Hands on, willing to get dirty

Linguistic skills: English

<i>Languages :</i>	<i>Basic knowledge</i>	<i>Moderate</i>	<i>Professional Proficiency</i>	<i>Bilingual</i>
1) English	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
2)	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
3)	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>