

Business Manager – Colour Pack

Position Description



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|------------------------|--|-------|-------------|
| Position Title: | Business Manager/Chemist - Colour Pack | | |
| Reports to: | General Manager Operations | | |
| Direct Reports: | Production Supervisor, Laboratory Technician | | |
| Financial Delegations: | Yes | | |
| Division: | Signet | Dept: | Colour Pack |
| Location: | Brisbane | Date: | 5 Dec 2019 |

Company Overview

Brief summary of company: Signet is always the best place to look for packaging, safety and cleaning supplies. As a company we are passionate about providing the best service both internally and externally, and this is a key point of difference for Signet in the marketplace. We are passionate about Operational Excellence and have set ourselves a goal to be the world's best at Direct and Database Marketing. Ultimately, we will deliver to our customers an Unmatched Low Cost Customer Service Experience - Always.

Our brand promise is to be - Always in stock. Always on time. Always reliable.

Mission Statement: To be the first place industry looks for their packaging and safety supplies – always.

Group Core Values: Honour, Change for Strength, Diligence, Ownership and Commitment

Position Overview & Organisational Requirements

Position Summary

The role focuses on three key areas:

- Growth of SIGNET's Colour Pack business sales revenue and manufacturing capacity
- Management of SIGNET's Colour Pack Manufacturing Plant
- Development and maintenance of Product formulations, including new product development

The Business Manager collaborates with the Marketing and Sales teams to identify and secure opportunities to grow market share, including where required, technical sales support.

Organisational Requirements

- All positions within the Winson Group will Always support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees should Always act in accordance with the company's stated values, customs and practices.
- Employees are Always required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.

Service is priority number one at Signet. And always will be.

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Key Responsibilities

Leadership and Management

- Display behaviours consistent with the stated Winson Values
- Management responsibility for HSE, Quality, Costs, Production and People within Colour Pack.
- Build and maintain a culture focused on safety, continuous improvement and the manufacture of quality products
- Work with the General Manager Operations and Operations Management Team to develop, implement and annually review strategic plans that contribute to the achievement of corporate objectives
- Monitor and provide reports aligned to monthly Business Performance reviews and standard operational and compliance reports to provide performance data to measure productivity, quality and achievement against KPI's to determine target areas for cost reduction and/or program improvement
- Undertake performance appraisals and participate in wage reviews, as scheduled.
- Develop and maintain effective working relationships with managers to ensure effective co-ordination of all Group activities
- Act as the Group's primary adviser on all issues relating to Colour Pack and keep abreast of latest developments to ensure SIGNET continues to develop its competitive position
- Work closely with the Production Supervisor to develop his skills in the areas of management, continuous improvement, safety and technical expertise

Health, Safety and the Environment (HSE)

- Work closely with the HSE Team, Maintenance and wider operations to ensure all foreseeable safety and environmental hazards relating to Colour Pack are identified, assessed and where possible eliminated. If elimination is not possible, ensure risks are reduced so far as practicable
- Lead safe behaviours, coaching and supporting staff to be safe in every action
- Maintain the Hazardous Area Electrical Dossier for Colour Pack with support from the HSE and electrical maintenance team
- Provide subject matter expertise to the business on all aspects of chemicals management, working closely with the National HSE Manager
- Maintain the site Dangerous Goods Manifest, in allocated with National HSE Manager
- Work with the National HSE Manager to comply with all external requirements, including NICNAS, Trade waste, Environmental licensing and Fire safety regulations.

Technical Sales Management

- Work closely with the sales team to identify and develop sales opportunities
- Develop the sales team in their understanding of our product range, the market for Colour Pack's products, applications and technical products
- Be involved in the sales process to ensure the correct product and application specifications are identified and used

Quality

- Ensure quality risks are proactively identified and eliminated through robust root cause analysis and error proofing
- Maintain the quality of all products released to stock and rigorously investigate all customer complaints
- Maintain the NATA certification of the Laboratory and ensure the integrity of our internal Quality Control.
- Work with Winson team to ensure Quality Accreditation ISO9001-2008 is maintained.

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Financial Management

- Contribute to the annual department budget setting processes to ensure Colour Pack will deliver on its targets within set budgets
- Manage and maintain budget for Colour Pack Division, including invoices received, approving raw materials and supplies.

Manufacturing, Supply and Product Knowledge

- Play a key role in long-term product planning
- Develop and maintain a thorough working knowledge of all manufactured products and processes
- Oversee all manufacturing operations to drive efficiencies and ensure they meet agreed production and schedule plans, product quality and cost standards, align to customer and seasonal requirements and reduce wastage of raw materials
- Ensure raw material orders are released in line with production plans to ensure continuity of supply for production schedules
- Manage stock levels of raw materials, finished goods and other materials
- Manage external service providers and contractors
- Manage relationships with external and overseas suppliers where required. Particularly around product specifications, quality and delivery.

Operational Excellence

- Champion and drive operational excellence
- Maintain a continuous improvement program aligned with the overall SIGNET CI strategy and operational excellence maturity program.
- Ensure SOPs are updated to reflect implemented improvements and Colourpack remains in an 'audit-ready' state.

Key Competencies/Experience

Key Competencies

- High level of knowledge of paint and ink formulation, quality and production processes
- Ability to work face to face with customers in both sales and support on technical aspects of our products.
- High level of knowledge of the manufacturing/production environments
- Experience in people management with the ability to lead, influence and drive for results.
- Conversant with OH&S legislation and regulations, ISO9000 Quality Systems and NATA requirements.
- High level conceptual and analytical skills and the ability to identify appropriate solutions that meet business needs and operational objectives.
- Demonstrated ability to develop and maintain productive working relationships across a broad range of people.
- High level of interpersonal, oral and written communication skills.
- Ability to set priorities and manage time to achieve deadlines.
- Ability to work both as an individual and as a member of a team.

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- High level of skill in quality control and process improvement

Experience

- 5 + years' experience in production or operations management in the inks, paints or related industry
- Exposure to Lean Manufacturing principles and practices

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Annual performance KPI's set by the General Manager Operations

Qualifications

- Relevant Tertiary qualifications, such as Chemistry or Science Mandatory
- Qualifications in Lean Manufacturing or a related area highly regarded

Mandatory Criteria

- C-Class Driver's License

Specific Requirements of the Position

- Ability to respond to after-hours site callouts, if required
- Local and interstate travel as required for customer technical sales support
- International travel as required for management of suppliers and new assets

Key Stakeholders

Internal

- Maintenance Manager
- Colour Pack Production Team
- Laboratory Technician
- Head of face to face Sales – Signet
- Operations Leadership Team
- AUSME General Manager
- Executive Leadership Team

External

- Suppliers/Vendors
- Regulatory Authorities
- Trade Associations
- Strategic Alliance partners

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