

Job Title: Palatine Operations Team Leader
Grade: N7
Reports To: Commercial Operations Manager
Number of Reports: Up to 14

Key job element:

The role of the Palatine Operations Team Leader supports and reports to the Commercial Operations Manager. This is a key role in managing all operational aspects of Palatine, to lead and deliver a quality focussed and highly performing service in one of the following operational areas:

- Production
- Sewing

- Carry out a high level of planning and coordination across teams, to ensure the allocation of work and the management of the staff
- Ensuring that the service is fit for purpose at all times, implement service improvements across the business
- Responsibility for managing raw materials and finished goods
- Generic purchasing for the needs of the factory and staff
- Analyse performance data and present to Commercial Operations Manager in a variety of methods to support effective business planning and quality assurance.
- To manage the building, machine maintenance and servicing ensuring all Health and Safety checks are completed and recorded
- Contractor management, ensuring quick repairs for our stakeholders within the building
- Strong communication across all stakeholders, ensuring all staff feel they able to communicate whilst accommodating all disabilities and communication styles
- Effective supervision and performance management in line with policies
- Assist in maintaining a healthy, safe, and secure environment and act in accordance with all of policies and procedures
- Overseeing and ensuring bills of materials are current and reviewed frequently by the Business Controller
- Collaborate and support the Commercial Operations Manager to ensure deadlines and targets are achieved, and resources are fully utilised
- Ensuring all materials and production plans are acted upon
- Identify training needs and ensure that the correct training is available and undertaken for use of machinery, equipment, and process to standards.
- Flexible working with other parts of the business to achieve targets
- Managing customer and client complaints in a professional manner and timely fashion
- Ensuring effective organisation and control stock
- Complying with the National Bed Federation rules and procedures.

Person specification

This area focuses on skills/ knowledge required in the role.

Essential

- Ability to work in a fast-paced environment with a variety of skill level employees
- Ability to work to changing deadlines with changing priority levels
- Effective motivator
- High level of competence in planning, monitoring, evaluating, and presenting information from a variety of sources

- Experience in supervising staff
- Good working knowledge of IT systems, PC literate and numerate
- Excellent communication skills with the ability to communicate at all levels
- Ability to deal with a diverse range of clients, customers, and stakeholders
- Experience in manufacturing environment.
- Detailed knowledge of the business product range including product design and production

Desirable

- Experience of working within a Supported Business
- Category B Licence
- Understanding of ISO 9001 and 14001
- Experience of the Bed (Bedding Trade)
- Understanding of ordering systems

All employees are expected to be flexible within the scope of the role