



**CHIEF OPERATING OFFICER**

**JOB & PERSON SPECIFICATION**

**NOVEMBER 2018**

# Position Description

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<b>Position Title:</b>	Chief Operating Officer
<b>Location:</b>	Glynde, South Australia
<b>Reports To:</b>	Managing Director
<b>Classification:</b>	Level 7
<b>Department:</b>	Operations

## **Purpose of the Position**

Strategically lead and drive high performance of the operational functions (including production, quality assurance and logistics), ensuring strategies align with the organisation's vision and purpose; and build organisational capability by leading, mentoring and guiding the managerial and operational team to achieve excellence.

## **Key Performance Indicators**

1. Achieve the strategic objectives as specified in periodic performance reviews.
2. Operational activities are sustainable, operating within budget and maintaining La Casa's competitive position in the industry.
3. Operations Strategic Plan and budget completed in May each year
4. Timely, accurate and complete reports on revenue and expenditure of the operational function reported monthly to the Advisory Board.
5. Deliver world-class manufacturing processes that are aligned to La Casa's strategic objectives.

## **Scope of the Position**

Reporting to the Managing Director, the position will also work closely with the executive and management teams, members of the Advisory Board and other staff at La Casa. The role will also interact with a range of external stakeholders including major customers, suppliers, contractors and regulators.

Direct reports for this role include the Production Manager, Quality Manager, Supply Chain Manager and Head Cheesemaker/Technical Manager.

## **Key Responsibilities**

- In consultation with the Executive and Departmental Management teams, develop a framework for the ongoing management and strategic direction of the business (5 Year Plan).
- Provide strategic direction, lead, manage and direct all operational activities of the organisation.
- Develop a management process to ensure the strategic plan is implemented throughout the operations department in a systematic and cohesive manner.
- Work with the Chief Financial Officer (CFO) to prepare and present an annualised profit and loss and capital expenditure budgets to the Advisory Board for approval (include business case justification, funding recommendations and cash flow implications).
- Communicate with the Managing Director ensuring he is informed of all significant operating issues and aware of variances to the budgeted departmental overheads.
- Create a motivational work environment to enhance employee engagement and a positive high-performing culture.
- Establish clear plans, timeframes and performance expectations in the operations function that drive a culture of continuous improvement and excellence and ensure delivery of specific outcomes through building a shared sense of purpose and direction.

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- Develop, lead and motivate the management and operational team in the achievement of La Casa's vision and agreed goals and standards.
- Work with the appropriate Departmental Manager to plan and manage the key strategic initiatives, infrastructure and major projects of the business.
- Oversee the legal, regulatory and industry standard requirements for the operational function.
- Assess and manage principle risks of the operation's functions (proposals, projects and staffing).
- Provide employees with safe work practices and ensure that their welfare is secured.
- Participate in the implementation of the Company's Work, Health and Safety Management System and related laws, regulations and guidelines.
- Ensure that duties are performed in keeping with the principles outlined in La Casa Del Formaggio's Vision, Values and the **Code of Conduct Policy**.

## **Special Requirements**

- Regular out of business hours work is required.
- Irregular travel interstate or overseas may be required.

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## Person Specification

### Qualifications

- Degree qualification in Food Science or relevant Engineering discipline.
- Post graduate qualification in Business or Commerce is highly desirable.

### Experience, Knowledge and Skills

- Significant technical and managerial experience at a senior level within a manufacturing environment or similar industry.
- Prior experience in strategically leading business process improvements and project management (from conception to implementation)
- Financially astute with demonstrated experience in financial planning and analysis.
- Strong knowledge of all relevant legislation and industry standards.
- Demonstrated capability in leading, managing, coaching and mentoring an operational team; supporting their professional development; and a practical understanding of contemporary people management practices.
- Demonstrated ability to deliver on results; set own and team goals and consistently overcome obstacles
- Forward-thinking and passionate about the achievement of quality outcomes across all parts of the business
- Demanding of a high level of accountability across all parts of the operations function.
- Able to adapt to change and lead change to ensure achievement of best-practice systems.
- Able to develop strong working relationships with people at all levels of the organisation and excellent stakeholder management and interpersonal skills including communication, consultation, negotiation and facilitation.
- Flexible and able to multitask; can work within an ambiguous, fast moving environment, whilst also driving toward clarity and solutions.
- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- Able to accurately anticipate emerging and current client needs and establish and maintain positive relationships with customers.
- Able to work as a team member within the ethos and values of La Casa.

### Licences

- None applicable



## HOW TO APPLY

Applications in Word format only should be forwarded to Julie Brennan by email to [23829@hender.com.au](mailto:23829@hender.com.au)

Telephone enquiries are welcome and may be directed to Julie or Christian Gaszner on (08) 8100 8849.

### **Please Note**

Your application will be automatically acknowledged by a return email.

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