

## GMP Operations Supervisor – Job Description

### Role Purpose:

Supervises and coordinates the operations team to provide expertise and input in order to contribute to the delivery of projects. Draws upon a broad range of technical know-how to provide carefully thought-through advice and expertise to a range of stakeholders. The Supervisor offers innovative solutions at technology team / business area level, appropriate to the area of discipline, contributing extensively to development and improvement activities, identifying training and development opportunities within team to maximise performance. A particular focus for the role will be the maintenance of Good Manufacturing Practice (GMP) standards in the facility through the operations and project teams.

### Key Responsibilities:

- To manage with PRIDE; leading by example and role modelling the desired behaviours to exemplify our Company values and line manager principles, promoting an ethical, positive company culture. To empower our people to challenge the status quo to deliver incredible work.
- To maintain consistent and documented compliance with all relevant Safety, Health and Environmental (SHE), Good Manufacturing Practice (GMP), Data Integrity (DI), quality and best practice requirements.
- To supervise the team, ensuring delivery of departmental goals, through appropriate delegation and providing feedback and motivation to team members. This includes providing first line-management support, allocation of resource to ensure project delivery and short-term planning of deliverables.
- To undertake line manager activities to ensure the smooth running of the group. This will include:
  - Short term (daily / weekly / monthly) planning of activities and objectives
  - Assisting the area manager in setting team and individual objectives to meet departmental, technology team / business area, and company objectives
  - Supporting the area Manager with performance management activities, and leading on these where appropriate
  - Providing training and coaching to team members to enable delivery of objectives
  - Acting as a point of contact for team members' queries and escalations
  - Conducting regular meetings and one to one sessions with team members, to ensure good communication across the team
- To work with and provide advice to the area manager(s) to ensure the relevant portfolio of project work is delivered on time and in accordance with SHE practices and policy.
- To utilise own expert knowledge to assist in translating business area strategy into practice through the delivery of plans to achieve team and business area objectives.
- To agree weekly workplans with team members, project manager(s) and other relevant stakeholders, and ensuring delivery to agreed schedule.

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- To actively contribute to a culture of continuous capability development through coaching, mentoring and/or developing colleagues across the business area / technology team and organisation, providing insights into areas of specialism.
- To keep self up to date with external developments in areas of specialism, and/or legislative and SHE related changes, ensuring application of new best practice and/or knowledge within the team.
- To work collaboratively with Business Development, Bid Proposal and technical colleagues to contribute to proposal / project development and direct customer engagement, seeking out and engaging in business development opportunities where appropriate.
- To formulate and present possible solution directions and issue advice, building an internal reputation as a reliable and credible authority.
- To actively engage in hazard studies / SRA studies and discussions, as appropriate to role level.

### **Responsibilities specific to the role:**

- To continuously improve all elements of the MMIC operational facilities such as safety, housekeeping, documentation, process operations and equipment, resource issues, plant availability, right first-time performance, and running costs.
- To ensure effective and efficient operational delivery of projects, ensuring availability of standard materials and consumables, an operations team who understand and can operate to procedures and protocols.
- To develop and maintain positive working relationships and excellent communication across multi-disciplinary teams. Contributing experience to planning in order to safely and successfully transfer and operate projects.
- To encourage the reporting of learning events, to reduce the risk of repeat events.
- To contribute to key meetings. Helping to plan for future projects. Using technical knowledge to advise on best use of Plant and resource to run each process within the commercial proposal.
- Assist in the writing of SOP's and Batch Master Records, continuously reviewing and updating procedures.
- Attend HAZOP's and SRA's for new plant and processes, to provide technical knowledge and experience
- Ensure Plant assets and equipment are available and fit for use when required.
- Communicate with the Maintenance team, planning and preparing for maintenance activities.
- Preparing the Plant and making it safe to carry out maintenance work. Issuing Work Control Permits.

**Direct reports:** Up to 10 direct reports

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### Education / Qualifications:

Essential:	Desirable:
Educated to GSCE level C (or equivalent) in a Maths, English, Science and Engineering disciplines or NVQ level III (or equivalent) in Process Plant Operation.	Supervisory or Management qualification or completed formalised management training / managerial development programme.

Competencies and behaviours	
Leadership (Influencing)	Decision Making (Influencing)
<ul style="list-style-type: none"> <li>Promotes commitment to our PRIDE values, strategy, vision, and direction.</li> <li>Motivates, inspires and build resilience in others by making the vision shareable by everyone, and ensuring that teams are purposefully empowered in order to work efficiently.</li> <li>Rewards and celebrates success with colleagues and teams.</li> <li>Future proofs work practices.</li> <li>Trusts others' judgment and demonstrates radical thinking, including a willingness to try new things, even at the risk of failure.</li> </ul>	<ul style="list-style-type: none"> <li>Confidently draws reliable conclusions from diverse and sometimes incomplete data.</li> <li>Proactively sources and refers to how others have tackled similar problems previously.</li> <li>Considers risks, and consequences, and takes accountability for, the impact the decision has on the business including costs/ benefits.</li> <li>Thinks ahead, ensuring that the potential of teams and projects are unlocked and making future focused decisions.</li> </ul>
Communication (Influencing)	Developing self and others (Influencing)
<ul style="list-style-type: none"> <li>Comfortably employs a wide range of communication styles and approaches to suit different situations and audiences (external and internal stakeholders) in diverse situations.</li> <li>Builds effective two-way communication channels within the business area and across departments whilst maintaining credibility and securing commitment.</li> </ul>	<ul style="list-style-type: none"> <li>Assesses the skills and competence of others within the organisation and recommends development activities.</li> <li>Brings diverse people together for collaboration, ensuring that employees are open to new ideas and effective collaboration.</li> <li>Gives performance feedback in a timely manner on an informal basis regularly.</li> <li>Actively shares expertise and learning across the organisation.</li> <li>Takes personal accountability for success or failure of direct reports.</li> </ul>
Collaboration (Guiding)	Delivery (Influencing)
<ul style="list-style-type: none"> <li>Displays a collaborative style in day-to-day working whilst motivating others to achieve optimal performance and results.</li> </ul>	<ul style="list-style-type: none"> <li>Prepares and maintains schedules for activities and events for projects.</li> <li>Delegates responsibilities for tasks and decisions to the appropriate staff; sets</li> </ul>

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<ul style="list-style-type: none"> <li>Fosters an inclusive atmosphere throughout their teams where ideas and creativity can thrive, and people feel empowered to be their whole selves.</li> <li>Develops relationships which facilitate the resolution of complex tasks and can apply different techniques to effectively mitigate any conflict.</li> <li>Can negotiate skilfully in tough situations with all stakeholders. Can negotiate skilfully in tough situations with all stakeholders.</li> </ul>	<p>SMART objectives and monitors progress, fostering an atmosphere of purposeful empowerment in order to allow teams to function efficiently.</p> <ul style="list-style-type: none"> <li>Researches capabilities and constraints, in advance of a project, which could affect its approach and outcomes.</li> <li>Holds people accountable for achieving results.</li> </ul>
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### Knowledge and Experience:

Essential:	Desirable:
<p>Will possess significant, technical expertise of plant operations, as well as leadership of teams in an GMP environment</p> <p>Can demonstrate evidence of building knowledge sharing and network building practice across teams and organisations to achieve desired results.</p> <p>Is able to take responsibility for diverse or complex technical activities where it is necessary to use own initiative and judgement, implementing innovative solutions in complex situations.</p> <p>Experience in a process plant based environment</p> <p>Demonstrates significant evidence based experience of chemical or bio-chemical operational safety and excellence</p> <p>Demonstrates evidence of troubleshooting and problem solving practical and technical issues</p>	<p>Is an active member of a professional body, engaging with peers beyond CPI.</p>