
Position Description

Vacancy Title: **Operations Manager**

Location:

Reports To: **None**

Objective

The Operations Manager provided leadership, management and operational direction to ensure Pleass Global Limited had effective operational controls, administrative systems, reporting procedures and people management practices in place to support business growth and operating efficiency. The role delivered measurable outcomes across manufacturing, engineering and projects by strengthening safety performance, improving production output, reducing wastage, managing costs, maintaining quality and compliance standards, improving machinery and equipment reliability, and building staff capability. The Operations Manager worked with the management group to develop and implement operational infrastructure, systems, processes and workforce plans to support business growth. The role ensured timely, accurate and complete reporting on operational performance and maintained a disciplined operating environment aligned to company objectives.

Outcomes

Organisational Stakeholders

1. Safety Performance and Compliance Strengthened

The Operations Manager maintained a strong safety culture across operational areas.

- Safety risks were identified, reported and addressed with urgency.
- Incidents, near misses and unsafe conditions were reported, investigated and actioned within required timeframes.
- Corrective actions were followed through to reduce repeat incidents and support safer work practices.
- Staff were guided, coached and corrected where unsafe behaviour occurred.
- Safety compliance was treated as a core business requirement and integrated into daily operational decisions.
- The role supported the target of zero lost time injuries and improvement against previous medical treatment injury rates.

2. Profitability and Cost Control Improved

The Operations Manager supported stronger profitability through cost control, labour efficiency, reduced wastage and better use of operational resources.

- Production costs, energy use, labour deployment, wastage and process losses were monitored and addressed.
- Plans were developed to reduce unnecessary cost across departments while maintaining output and quality standards.
- Opportunities for innovation and product improvement were progressed with the relevant operational and management groups.
- The role helped align operational decisions with commercial outcomes, including cost reduction, production reliability and improved business performance.

3. Operational Performance and Production Output Delivered

The Operations Manager managed production output to support growth and meet demand.

- Operational activities were planned, monitored and adjusted to improve productivity and reduce production disruption.
- Work practices were reviewed to improve efficiency, consistency and effectiveness.
- Machinery and equipment maintenance was monitored against schedules.
- Critical spare parts, maintenance priorities and operational workarounds were managed to reduce downtime.
- Material management, production quality, output targets and compliance with specifications were strengthened.
- The role supported reliable production performance across manufacturing, engineering and project functions.

4. Quality, Food Safety and Regulatory Compliance Maintained

The Operations Manager maintained quality standards required for local and export markets.

- Quality systems were supported across operations, including HACCP, GFSI and Organic Certification requirements.
- Audit readiness was maintained through proper documentation, records management and process discipline.
- Product issues were addressed with urgency to protect customers, brand standards and regulatory compliance.
- Operational documentation was reviewed for currency, compliance and effectiveness.
- The role promoted a quality compliance culture across departments and supported the target of zero regulatory breaches.

5. Leadership, Staff Performance and Workforce Discipline Improved

The Operations Manager led operational staff with consistency, fairness and accountability.

- Staff performance was managed against agreed outcomes, work standards and company expectations.
- Regular structured discussions were held with staff to review performance, address issues and support improvement.
- Staff were required to comply with contracts, working conditions, policies and operational procedures.
- Serious disciplinary matters were managed in consultation with the HR Director.
- Positive workplace behaviours were modelled, including punctuality, reliability, urgency and completion of tasks on time.
- The role strengthened staff accountability and supported a more disciplined operating environment.

6. Training, Development and Succession Strengthened

The Operations Manager supported staff development through mentoring, on-the-job training and reinforcement of company policies.

- New recruits and existing staff received practical guidance to improve performance and operational understanding.
- Training activities were aligned to business outcomes and staff development needs.
- Succession planning was supported across departments, with key roles and potential successors identified for development.
- The role reinforced expected conduct, operational standards and leadership behaviours.
- Staff capability improved through structured guidance, performance feedback and practical workplace learning.

7. Reporting, Planning and Decision Support Improved

The Operations Manager provided timely, accurate and complete reports on the operating condition of relevant departments.

- Operational information was used to support better planning, resource allocation and management decisions.
- Production plans, budgets, administration plans, purchasing plans, rostering and authority levels were managed within the role's decision-making scope.
- Recommendations were provided on safety initiatives, internal promotions, IT improvements, purchasing processes, storage plans, policy development and operational systems.
- The role supported stronger management oversight through clear reporting, practical recommendations and disciplined follow-up.

8. Stakeholder Coordination and Operational Relationships Strengthened

The Operations Manager worked with management, technical staff, production staff and suppliers to support operational outcomes.

- Internal coordination supported strategic planning, project delivery, reporting, asset maintenance, production performance, cost control and quality output.
- Supplier engagement supported quotations, specifications, technical advice and confirmation of materials and machinery.
- The role improved operational coordination by linking production needs, technical requirements, staff management and business priorities.
- This supported better planning, faster issue resolution and stronger delivery across operational functions.

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Communication	Exchange information through verbal communication
Customer	
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
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Preferred

Qualification	Discipline	Notes
Degree	Production, Operations Management	Bachelor's degree in Engineering, Technology, Management, Business Management, Production/Inventory Management, or a related field.

Work Knowledge and Experience

Minimum 10 years' experience in a similar senior operations role.

Experience managing business divisions, operational performance, professionals, and large teams.

Strong production, maintenance planning, leadership, project management, negotiation, financial, and computer skills.

Able to work rotating shifts, weekends, and public holidays as required.

Preferred / Advantage -Bottled water manufacturing experience. -Production machinery design and improvement experience. -

CAD proficiency. -Experience with quality systems such as HACCP, GFSI, Organic Certification, and regulatory compliance.

Requirements

Regulatory Compliance Requirements

English language proficiency (written and verbal).

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Operational Staff	
	Health and Safety Representatives / Committee	
	IT Support / Systems Personnel	
	Sales and Distribution Personnel	
	Procurement / Stores / Inventory Personnel	
	Finance Department	
	Quality Assurance / Food Safety Personnel	
	Engineering / Maintenance Personnel	
External		
	Suppliers, contractors, machinery service providers, certification bodies, regulatory authorities, customers, logistics providers, utility providers, waste service providers, training providers and technical advisers. These interactions support compliance	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 05 Jul 2026