

## DELIVERING BUSINESS SUCCESS THROUGH OUR PEOPLE

### Role Profile

Job Title	Site Services Operative	Evaluated Job Grade Weekly / Monthly / Manager / Snr Manager / Director / Exec	Monthly
Line Manager	Site Services Manager	No of direct reports	
Job Family / Department	Engineering	Division	

#### Purpose / Added Value:

This is a semi skilled position to provide an effective engineering site services support. Driving performance to meet, maintain and exceed quality, food safety, cost, service and safety.

Respond to demands in a timely fashion to support the processing plans. To maintain equipment critical to operations both proactively and reactively to ensure factory performance meets targets and KPIs. To improve equipment availability and performance to meet OEE targets through identifying and implementing improvements. Working 4 on 4 off 12 hr shifts consisting of 2 days and 2 nights

#### Key Accountabilities:

- Being responsible for a designated area, driving performance to meet business KPI's
- Undertake and embrace training essential to the completion of duties
- Carry out area walks – monitor running performance of relevant area and equipment
- Carry out PPM tasks as scheduled to ensure 100% equipment availability
- Carry out reactive and planned mechanical maintenance tasks that would also include lubrication
- Providing operational support for all elements of running production equipment to include setup, maintenance and cleaning
- Monitoring and carrying out fault diagnosis using recognised problem solving techniques to maintain high levels of up time of assets
- Ensure appropriate paperwork is completed and closed out in timely manner
- Participate constructively as a member of the department keeping everyone informed and proactively share your knowledge and expertise within the team.
- Carry out training onsite where appropriate with new, old team members and apprentices
- Complete 5 why and RCA where appropriate
- Apply lean thinking techniques to ensure the productive capability of the plant is optimised and improved thus demonstrating commitment towards achieving factory targets, including prompt start up times.
- Working with Mechanical Drive Systems, Hydraulics and Pneumatics
- Any other reasonable duties as required.
- Carry out daily maintenance checks boilers
- Carry out daily checks of fridge plant
- Carry out daily checks of other utilities, to include compressed air, thermal oxidiser, high pressure water.

- Carry out roof space checks
- PPM tasks where required
- Running inspections on key equipment
- Routine monitoring and remedial works or escalation to ensure refrigeration room temperatures are maintained within specification throughout the factory
- Routine monitoring, inspection, repair and replacement of effluent plant equipment inclusive of white water systems, rotary screening and transfer pumps.
- Ensuring that the site is compliant with the discharge of its effluent to Anglian water. Testing Hourly/daily for COD and TDS and recording
- Carry out tasks throughout site highlighted on the fabrication snagging list inclusive of structural and flooring repairs
- Assisting Site services engineers in maintenance of plant where required
- Assisting with the control of contractors on site issuing of PTW
- Housekeeping in their areas

### Food Safety & Quality

The job holder will be expected to lead by example their team advocacy and support of all elements of the Pilgrim's Quality and Food Safety Contract. This will involve active participation in, and promotion of Q&FS cultural improvement programmes and day to day support of the Q&FS agenda through the provision of suitable and sufficient levels of resource.

The job holder is responsible for actively encouraging all staff to immediately report any quality or food safety issues, assign reward for doing so (using the STAR Award process) and must be seen to take visible action and give feedback to the reporter on actions taken to address the raised issue.

The job holder will be required to support the site food safety and quality management systems through active engagement in the site HACCP & Integrity teams, internal and external audit programmes, and the proactive use of the QUOR system. The site will be always maintained as "audit ready" and the job holder is responsible for conducting regular shop floor spot checks on quality and food safety standards in all areas.

The job holder will have signed the Ruskington Quality and Food Safety Contract which will be an appendix to this role profile. This will be reviewed and signed annually.

### Skills & Knowledge

#### Essential

- Attention to detail
- Mechanical aptitude
- The ability to plan and organise workload methodically
- Able to work on own initiative.
- Confidence to recommend machine improvements and manage the process
- Be achievement and career focussed
- Have the ability to work in a pressurised environment.

- Strong communication, influencing, planning and organising skills
- Able to find opportunities for improvement and implement solutions

Desirable

- Ammonia Safe Handling
- Boiler House Management
- Knowledge of Effluent
- Experience in a food production environment
- Knowledge of compressed air systems
- Fork Lift
- Understanding of Legionella control
- Full Driving Licence

**Qualifications [Accredited]**

- Qualification in an Engineering-related subject desirable.
- Food Safety Level 2.

## WHERE OUR PEOPLE REALLY MAKE A DIFFERENCE

Value	Definition	Behaviours/Attitudes
<b>Determination</b>	<ul style="list-style-type: none"> <li>Relentless, delivers superior results and honours commitments. Makes things happen, seeks alternatives to problems and engages people to achieve a common goal. Has a sense of urgency, an ownership attitude and never gives up.</li> </ul>	<ul style="list-style-type: none"> <li>Highly energetic, relentless, has the attitude of an owner, works hard, passionate, focused, hands-on, proactive, strong-willed, motivated, persistent and has a sense of urgency.</li> </ul>
<b>Simplicity</b>	<ul style="list-style-type: none"> <li>Makes things happen in a simple and practical way, hands-on, gets right to the point, simplifies and avoids bureaucracy.</li> </ul>	<ul style="list-style-type: none"> <li>Adopts a simple approach, uses logical reasoning and does not complicate things. Practical, agile, focused on what is important, objective and hands-on.</li> </ul>
<b>Availability</b>	<ul style="list-style-type: none"> <li>Receptive, open, available, ready every day and every hour and always prepared. Open to new ideas and to change, motivated to take on new challenges.</li> </ul>	<ul style="list-style-type: none"> <li>Flexible, receptive, accessible, cooperative, displays a servant attitude and always ready.</li> </ul>
<b>Humility</b>	<ul style="list-style-type: none"> <li>Listens, helpful, thoughtful, considers the opinions of others, recognises that no matter who did it – it is a team accomplishment. Not embarrassed to ask questions or say, “I don’t know.” Not arrogant or conceited. Acts with respect. Does not worry about status and does not think that they know everything. Prioritizes “we” over “I”.</li> </ul>	<ul style="list-style-type: none"> <li>Not arrogant, acts with respect, not self-righteous, prioritises the team over self, does not care about status, does not think that they know everything, always open to learn, modest, not vain and values the opinion of others.</li> </ul>
<b>Sincerity</b>	<ul style="list-style-type: none"> <li>Direct, sincere, truthful, transparent, always respectful, has a positive attitude, builds valuable relationships and welcomes people. True to themselves, expresses an opinion even when contrary to the views of others. Knows how to say no.</li> </ul>	<ul style="list-style-type: none"> <li>Communicates clearly, honest, sincere, direct, transparent and positive. Not afraid to express an opinion, respectful, knows how to say no, welcomes people, adds value, does not listen to or encourage gossip, speaks their mind and does not backstab. Not ashamed to say, “I don’t know”.</li> </ul>
<b>Discipline</b>	<ul style="list-style-type: none"> <li>Honours deals, punctual and fulfills commitments. Performs tasks in a disciplined manner. Focused, pragmatic, and optimizes time, activities and resources. Delivers results and does not create justifications or make excuses.</li> </ul>	<ul style="list-style-type: none"> <li>Detail-orientated, perfectionist, plans, prioritises, not superficial or shallow, seeks a deep understanding of things, gets things right and honours deals. Punctual, organized, focused, pragmatic, does not make up justifications or excuses and delivers results.</li> </ul>
<b>Ownership</b>	<ul style="list-style-type: none"> <li>Committed to results, has a deep understanding of the details and sees the big picture. Acts with determination, discipline and focuses on details. Hands-on, always seeks to be the best in what they do and never gives up. Always available and sets an example. Takes responsibility, does not accept when something does not work well and has a passion to improve what is not correct. Attentive to costs and details and engaged in the organization’s culture.</li> </ul>	<ul style="list-style-type: none"> <li>Highly energetic, committed and focused on details and results. Disciplined, creative, flexible, passionate about their work, and sees the big picture. Persistent, visionary, and passionate about improving what is not correct. Perfectionist, determined, hands-on and seeks to be the best in all that they do.</li> </ul>



I hereby confirm that I have read, understood and accept the above role profile. I also understand that the above list of responsibilities / job description is not exhaustive, and I may be required to undertake other responsibilities and training as requested by my line manager, appropriate to my position;

*The Company reserves the right to vary or amend the duties and responsibilities of this role at any time according to the needs of the business and may be required to carry out other duties that may reasonably requested to ensure the efficient running of the business*

**Signature;** ..... **Print Name;** ..... **Date;** .....