

Position Description

POSITION TITLE: Head of Manufacturing Operations

DEPARTMENT: Social Enterprises, Dovetail Advanced Manufacturing

RESPONSIBLE TO: General Manager, Dovetail Advanced Manufacturing

DIRECT REPORTS: Site Managers and Manufacturing Manager

EMPLOYMENT TYPE: Full Time, Permanent

LOCATION: Panorama / Salisbury

National Police Check NDIS Worker Screening Check

Working with children check Drivers Licence Medical

Proof of full COVID-19 vaccination or an acceptable medical exemption

Provide evidence of completion of NDIS Worker Orientation Module

Dovetail Advanced Manufacturing is a Social Enterprise set in the timber manufacturing, commercial joinery and construction industry in South Australia. Our purpose is to provide open employment opportunities for people who have experienced barriers to employment including people with a disability through the delivery of quality timber products. We take pride in our ESG efforts, not only looking to improve the lives of others but also the environment that we live and work in.

POSITION SUMMARY

The Head of Manufacturing Operations is a strategic leadership role responsible for overseeing all operational facets of the Dovetail Advanced Manufacturing business unit. Reporting to the GM of Dovetail Advanced Manufacturing, the Head of Manufacturing Operations ensures alignment of operational strategies with organizational goals, driving excellence in service delivery, production, and quality management. The Head of Manufacturing Operations will lead the team responsible for ensuring production achieves planned schedules, by maximising available resources through effective workplace and inventory planning, and by ensuring safety and quality outcomes are achieved. This role is pivotal in fostering a culture of continuous improvement, innovation, and accountability while ensuring compliance with all relevant standards, including WHS, NDIS, and Quality frameworks.

KEY RESPONSIBILITIES

Key Functional Area	Responsibility
Strategic Leadership	<ul style="list-style-type: none">• Strategy: Develop and execute operational strategies that align with Dovetail's long-term objectives.• Innovation & Continuous Improvement: Drive innovation and lead the continuous improvement culture across all operational units.• Senior Team Leadership & Insights: Serve as a key advisor to the GM, providing insights and recommendations to optimise operational performance.
Operational Management	<ul style="list-style-type: none">• Operational Oversight: Oversee daily and strategic operations across all sites, ensuring the achievement of production targets and operational excellence. Monitor and analyse key operational metrics, including production efficiency, cost management, and DIFOT (Delivery in Full, On Time).• Customer Focus: Ensure alignment of operations with customer needs and sales forecasts through effective resource and production planning.• System Integration & Optimisation: Drive the integration and optimisation of new and current production systems and processes.• Project Work: Lead projects when required.
Team Development	<ul style="list-style-type: none">• Team Leadership: Lead, mentor, and develop Operations Managers, Site Managers, and teams to build a high-performing, collaborative workforce. Foster a culture of accountability, inclusivity, and innovation.• Change Management: Provide leadership in change management initiatives and ensure smooth transitions during process enhancements or organisational changes.

Compliance & Governance	<ul style="list-style-type: none"> • Compliance: Ensure strict adherence to all statutory regulations, WHS, NDIS Practice Standards, and internal policies. • Quality: Drive organisational commitment to quality assurance and performance frameworks. • Monitor & Reporting: Monitor and report on compliance metrics, addressing any gaps or areas of improvement proactively.
Financial Management	<ul style="list-style-type: none"> • Financial Control: Have regard for the operations P&L to ensure financial sustainability and alignment with organisational priorities. Contribute to budget preparation, provide monitoring, and conduct variance analysis for operational activities. • Cost Management: Lead cost-reduction strategies while maintaining service quality. • Cap Ex Management: Lead capital expenditure planning and approval processes for operational projects.
Stakeholder Engagement	<ul style="list-style-type: none"> • Cross-Functional Collaboration: Serve as the key liaison between Operations, Sales, New Product Development (NPD) and other departments to ensure seamless communication and collaboration. Work closely with engineering, design, production, quality assurance and sales and marketing, to assist with the evolution of our comprehensive Product Road Map. • Customer Focus: Build and maintain relationships with external partners, suppliers, and stakeholders to enhance operational capabilities. • Values & Mission: Promote and uphold Dovetail's values and mission in all interactions.
Reporting & Analytics	<ul style="list-style-type: none"> • Reporting: Provide input into the preparation of detailed monthly, quarterly, and annual performance reports. • Analytics: Utilise data-driven insights to inform strategic decision-making and track progress against KPIs. • Information Systems: support the creation of Bill of Materials to ensure accuracy with operational capability and performance standards.
NPD & Sales Support	<ul style="list-style-type: none"> • Technical Support: Assist the NPD, sales and customer service teams with preparation of quotations for existing and new customers as required.

KEY CHALLENGES

- Balancing operational efficiency with high-quality service delivery in a resource-constrained environment.
- Driving cultural and operational change while maintaining team morale and customer satisfaction.
- Embedding a culture of continuous improvement and innovation.
- Scaling operations to meet strategic growth objectives.

SKILLS/ATTRIBUTES

Professional Expertise:

- Advanced qualifications in Business, Operations Management, or a related field.
- Extensive experience in operational leadership, ideally within the social enterprise, or manufacturing sectors.
- Proven track record in managing complex, multi-site operations.

Leadership Skills:

- Strong leadership, with the ability to inspire and engage teams at all levels of a production environment.
- Expertise in change management, team building, and workforce development.
- Extensive experience in implementing change to achieve resource efficiencies.

Technical Competencies:

- Deep understanding of compliance frameworks, including NDIS and WHS.
- Proficiency in financial management, reporting, and budget control.
- Expertise in continuous improvement methodologies (e.g., Lean, Six Sigma).
- Demonstrated expertise in scheduling and production planning.
- A thorough understanding of Quality and WHS policies, procedures and standards.

Personal Attributes:

- Strategic thinker with exceptional problem-solving skills.
- Excellent communication and stakeholder management capabilities.

- A positive and empathetic attitude toward people with disabilities.
- Excellent organisational and time management skills with the ability to prioritise.
- A high level of attention to detail and accuracy of information.

ESSENTIAL REQUIREMENTS/QUALIFICATIONS

- Driver's License.
- Tertiary qualifications in a business or operations field is essential.
- Experienced leader of advanced manufacturing businesses, including sound logistics knowledge and understanding.
- Experience in the establishment of new manufacturing facilities is desirable.
- Ability to interpret and analyse complex datasets to inform business decision making.
- Proficiency in ERP (BOM's, supply chain planning and ideally digital manufacturing) and financial management systems, specifically Microsoft 365 or similar.
- Ability to read and interpret drawings.

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards).

All staff at Bedford are required to:

- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework
- Support employees to achieve their NDIS goals and objectives
- Actively contribute to and work within all quality assurance frameworks
- Actively participate in mandatory training
- Agree to a performance plan as outlined in the Performance Development Planning process
- Adhere to all Bedford policies and procedures

I confirm that I have read and understood the Position Description for the position of Dovetail's Head of Manufacturing Operations :

Incumbent	Line Manager
Name:	Name:
Signature:	Signature:
Date:	Date: