

Position Description

POSITION TITLE:	Supervisor
DEPARTMENT:	Packaging
RESPONSIBLE TO:	Senior Supervisor & Site Manager – Packaging
DIRECT REPORTS:	Employees
INDUSTRIAL INSTRUMENT:	Enterprise Agreement
CLASSIFICATION LEVEL:	SESA 6
LOCATION:	Various
<input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> NDIS Worker Screening Check <input type="checkbox"/> Working with Children Check <input type="checkbox"/> Driver’s Licence <input checked="" type="checkbox"/> Medical <input checked="" type="checkbox"/> Proof of completion of NDIS Worker Orientation Module <input type="checkbox"/> Proof of full COVID-19 vaccination, or an acceptable medical exemption	

Bedford exists to support people with disability to live the life they choose through a diverse range of skill-building opportunities, from social activities, experiences, supported employment, residential services and open employment. Underpinning this is the belief that diversity, inclusion and acceptance equals belonging for people of all abilities.

People with disability who live, work, and receive care from Bedford need to do more than just get by, they should be given the opportunity and resources to learn, grow and live meaningful, confident lives.

POSITION SUMMARY

Reporting to the Senior Supervisor and Packaging Site Manager, this role is responsible for a designated production area while coordinating, supervising, supporting, and training employees.

In this role you will also be responsible for meeting required production timelines, production quality, overseeing employee’s safety and general housekeeping.

KEY RESPONSIBILITIES

Customers/Suppliers/Quality

- Ensure all customer concerns are addressed in a timely manner
- Ensure production quality meets customer requirements and is in accordance with quality standards
- Ensure by final inspection that all outgoing products meet ISO 9001 / 2015 standard

- Develop and maintain a strong working relationship with internal stakeholders across all Packaging sites. Where possible, share ideas about production efficiencies.

People/Leadership

- 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.
- Develop, motivate and lead the team across the packaging department.
- Be accountable for compliance within Bedford's policies and procedures, including Bedford and NDIS Code of Conduct and Equal Employment Opportunities.
- Attend team meetings as required.
- Assist the Employee Development Coordinator (EDC) to ensure quality selection, training, development, and utilisation of employees.
- Complete required documentation on employees regarding their Individual Training Plans (ITPs) as required.
- Provide strong leadership and effective training to Supported Employees/Clients.
- Ensure effective communication and updates occur through weekly Toolbox Meetings.

Production and Performance (Financial)

- Support Employee Development Coordinator (EDC) to complete the training of employees as per Individual Training Plans (ITPs).
- Supervision of Employees on a day-to-day basis to achieve the required and expected daily outcomes.
- Day-to-day operations and management of designated work area assisting in other divisions with warehousing and distribution functions.
- Undertake machine set ups to facilitate new jobs or job order changes on various labelling machines, various packaging machines, carton sealing lines.
- Maintain inventory of consumables.
- Machine problem solving and basic repairs to maintain and improve uptime.
- Maintain and implement and improve preventative maintenance disciplines. Ensure daily checks on machinery and equipment to ensure effective maintenance of same.
- Record machinery or equipment faults or breakdowns and submit any necessary maintenance requests.
- Understand and apply various Quality Management Systems relevant for your area.
- Follow the workflow prioritising/planning schedules supplied by your Senior Supervisor and Packaging Site Manager.
- Partake in Divisional stock takes (raw materials, purchased items and finished goods).
- Actively participate and contribute to team meetings.
- Have the ability to take direction and delegate tasks to others in a professional manner.
- Coordinate the distribution of orders within Adelaide Metropolitan region and interstate utilising Bedford vehicles and contracted freight companies.
- Supervise the pick face to ensure the line is promptly replenished and the team is working efficiently.
- Sign off the final inspection of picked orders to ensure quality and accuracy.
- Implement change by applying lean manufacturing techniques to improve the commercial operations of the packaging department.
- Ensure daily housekeeping inspections are completed in all work areas.
- Ensure customer complaints are promptly addressed and replacement components are prepared and dispatched in the quickest possible time.
- Update return/rejections register and Implement corrective action plans to avoid complaint reoccurrence.

- Ensure that all production KPIs as set down by the General Manager - Supported Employment are met in a timely manner.
- Contribute to the compliance and continuous improvement of accreditation systems, such as QA (ISO 9001:2015), HACCP and WHS (AS/NZS 4801).

Safety

- Ensure the safety of all clients at the Packaging Site
- Ensure compliance with all statutory, WHS and Quality standards, organisational policies, and internal housekeeping.
- Responsible for taking reasonable steps to ensure you follow all appropriate processes in regard to incidents, hazards and risks as well as respond to these in a timely way
- Ensure that all incidents are reported, and all hazards and risks are identified and submitted into Sky Trust.
- Ensure that Bedford's COR Requirements are complied with.

Other

- Other duties as per the direction of the Operations Manager, Packaging Site Manager or Senior Supervisor.
- Travel to other sites, as and when required.

KEY CHALLENGES

The development and implementation of continuous improvement processes, productivity, employee absenteeism, quality and customer service.

SKILLS / ATTRIBUTES

Personal Attributes

- Excellent interpersonal and organisational skills.
- Mature minded with strong administration skills.
- Well presented, confident and able to develop rapport readily.
- Ability to be a team player, with a demonstrated capacity to show initiative and represent the organisation professionally and ethically.
- Demonstrate resilience, initiative and collaboration.
- A high level of attention to detail and accuracy of information.
- A positive and empathetic attitude towards people with a disability.
- Strong mechanical aptitude.

Essential Skills and Qualities

- Previous supervisory experience is essential.
- Previous Packaging, Manufacturing, Distribution and or Warehousing experience.
- Previous experience in machine set ups and ability to problem solve on the run.
- Knowledge of the various Quality Management Systems.
- Cleared to work (NDIS Worker Screening Check, National Police Clearance)

Desirable Skills and Qualities

- Forklift licence (desirable).
- Formal qualifications and or personal experience in Disability is desirable

CORPORATE RESPONSIBILITIES

All staff are required to 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) and any other legislation that is relevant to their role, and:

- behave in a manner that is consistent with Bedford’s mission, vision, and values and that supports clients and employees to achieve their NDIS goals and objectives.
- comply with Bedford policies and procedures as amended from time to time, including the *Code of Conduct*.
- acquire and maintain Work Health and Safety knowledge relevant to your position.
- participate in any performance or professional development process as required by Bedford.
- participate in mandatory training as relevant to your role, and as required by Bedford.

OTHER RELEVANT INFORMATION

Further information about Bedford may be found at <http://www.bedfordgroup.com.au>

Bedford may vary your Position Description from time to time.

I confirm that I have read and understood the Position Description for the position of Supervisor – Packaging.

Name:

Signed:

Date: