Dairy HR Manager

Human resources

Job title	Dairy HR Manager
Department	Human resources
Reports to	Factory Manager or General Manager (the HR Director in a group)
Direct reports	HR Advisor and HR Administrator where the site has them
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Leads human resources (HR) on a dairy processing site. Recruits operators, engineers, technical staff and managers for a plant that runs 24 hours, looks after induction and training records, and supports line managers with absence, performance, pay and employee relations so that every decision about people is fair, consistent and documented.

Key responsibilities

Recruitment and onboarding

- Plan recruitment with the Factory Manager and department heads so that operator, engineering, technical and management roles are filled before gaps hit production
- Write job adverts and job descriptions, shortlist with line managers and run fair, structured interviews
- Carry out right-to-work and other pre-employment checks for direct staff, and check that agencies have done them for their workers, as required where the job is based
- Arrange agency and seasonal labour through approved suppliers and make sure agency workers get the same site induction as direct staff
- Run induction for new starters, coordinating the food safety, hygiene and health and safety training with the quality and safety teams, and keep the records
- Issue contracts and starter paperwork and set up new starters on the HR and payroll systems
- Check in with new starters and their managers during probation

Employee relations and case work

- Advise line managers on absence, performance and capability cases and support them through each stage
- Handle disciplinaries and grievances fairly and consistently, keeping full and accurate notes
- Make sure recruitment and every decision about people is fair, lawful and documented
- Build a good working relationship with the union or employee forum where the site has one
- Carry out exit interviews and act on what they show
- Support managers through change, such as new shift patterns or restructures, with proper consultation as required where the job is based

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Pay, shifts and training

- Work with production on shift patterns, rotas and overtime so that cover is in place and working time rules are followed as required where the job is based
- Maintain pay structures and check payroll data with finance so that people are paid correctly and on time
- Keep the training matrix and skills records up to date with production and quality so that every operator is trained for the job they do
- Arrange and record food safety, hygiene, safety and skills training, and make sure refreshers are done before they lapse
- Help managers plan apprenticeships, development and succession for key roles
- Keep job descriptions and grades current as roles change

Policies, systems and reporting

- Write and update HR policies and contracts of employment, and keep them lawful as required where the job is based
- Keep personnel files and HR data accurate, secure and in line with data protection rules as required where the job is based
- Report HR measures each month, such as turnover, absence, time to hire and training completion, and explain what they mean for the site
- Run engagement activities and surveys and work with managers on retention
- Prepare for customer and certification audits by having induction and training records, including hygiene training, ready to show
- Lead the HR Advisor and HR Administrator where the site has them, and manage the site HR budget

Qualifications and experience

Essential

- HR qualification, such as CIPD Level 5 or an equivalent recognised where the job is based
- Several years of HR experience in a manufacturing or food production site, including shift-based teams
- Hands-on experience of disciplinaries, grievances, absence and capability cases
- Working knowledge of employment law as required where the job is based
- Confident with HR and payroll systems and spreadsheets
- Able to work with people at every level, from shift operators to the site leadership team

Desirable

- Experience in a dairy or other chilled food factory
- Experience of recruiting engineers and technical specialists for hard-to-fill roles
- Experience of working with a trade union or employee forum
- Experience of managing agency labour suppliers and their contracts
- Food hygiene or HACCP awareness training
- Experience of restructures or shift pattern changes
- Experience of preparing HR records for customer or certification audits
- Coaching or mediation training

Skills and attributes

- Fair, calm and consistent under pressure
- Sound judgement on people issues
- Clear writing for policies, letters and case notes
- Discretion with confidential information
- Practical, hands-on approach that suits a factory
- Organised, with careful record keeping
- Able to challenge managers constructively

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Measures of success

- Vacancies filled on time, with time to hire within target
- Absence and turnover within agreed site targets
- Induction, food safety and hygiene training completed and recorded before new starters work unsupervised
- Disciplinary and grievance cases handled fairly, within policy timescales and with full records
- Payroll data accurate, with few corrections needed
- No findings on HR and training records at customer or certification audits
- Managers say they get clear, timely HR support

Working conditions and safety

Office-based on a dairy processing site, with regular time on the factory floor and some early, late or weekend visits so that every shift sees HR. The work involves confidential conversations, firm deadlines and busy recruitment periods; hygiene clothing and PPE are needed in production areas and training is provided.

- Follow health and safety rules and safe systems of work, and wear the correct PPE
- Follow food safety, hygiene, HACCP and quality procedures at all times
- Report hazards, accidents, near misses and concerns promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

Recruiting for this role? Advertise it on Dairy Jobs and reach a combined network of over 250,000 dairy professionals worldwide: dairyjobsearch.com/advertise-dairy-jobs

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