Dairy Packing Manager

Dairy processing

Job title	Dairy Packing Manager
Department	Dairy processing
Reports to	Operations Manager or Site Manager
Direct reports	Packing supervisors and, through them, packing teams across all shifts
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Manages the packing department of a dairy plant, leading supervisors and teams across multiple filling and packing lines. Delivers the packing plan safely and to customer standards while driving efficiency, cutting waste, managing the budget and leading investment in automation.

Key responsibilities

Department leadership

- Lead, coach and develop packing supervisors through clear objectives and regular reviews
- Plan staffing levels, shift patterns and skills cover for all lines
- Build a strong safety, food safety and quality culture across the packing hall
- Handle employee relations issues fairly and work constructively with employee representatives
- Develop succession plans and future supervisors

Efficiency and waste

- Set and track targets for OEE, output, labour productivity and waste on every line
- Lead daily and weekly performance reviews and make sure actions are closed
- Reduce packaging waste, product giveaway and changeover losses
- Agree line schedules and product sequences with planning
- Work with engineering on maintenance plans and line reliability

Packaging specifications and suppliers

- Own packaging specifications and approve changes with technical, procurement and suppliers
- Agree packaging quality standards and lead trials of new materials and formats
- Resolve packaging supplier problems and track supplier performance
- Support packaging sustainability goals, such as lighter packs and recyclable materials

Capital improvements and automation

- Identify opportunities for automation, new equipment and line upgrades
- Prepare business cases with costs, benefits and payback for capital requests

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- Lead or support projects through installation, commissioning and handover
- Make sure new equipment meets hygienic design, safety and ergonomic standards

Budget, customers and compliance

- Prepare and manage the packing budget, including labour and packaging costs
- Make sure packing meets customer codes of practice, labelling requirements and audit standards
- Lead investigations into packing-related customer complaints and close actions
- Make sure HACCP, allergen, weight control and health and safety rules are followed
- Host customer and certification audits in the packing area

Qualifications and experience

Essential

- Degree in engineering, food science, operations management or a related subject, or equivalent experience
- Significant experience managing packing or filling operations in food, dairy or drinks manufacturing
- Experience leading supervisors and large shift-based teams
- Strong knowledge of HACCP, allergen control, label control and packed goods weight rules
- Proven record of improving OEE and reducing waste using lean methods
- Experience managing a department budget
- Experience delivering capital projects or new equipment installations

Desirable

- Experience with high-speed fillers, robotics and end-of-line automation
- Lean Six Sigma or TPM qualification
- Experience supplying major retail customers
- Packaging technology qualification
- Health and safety management qualification

Skills and attributes

- Leadership and people development
- Data-driven decision making
- Financial and commercial awareness
- Project management
- Supplier and stakeholder management
- Change management
- Clear written and verbal communication

Measures of success

- Packing plan and customer service levels met
- OEE and labour productivity
- Packaging waste and product giveaway
- Packing cost per unit against budget
- Customer complaints and audit results
- Safety incidents and employee engagement

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Working conditions and safety

Site-based role in a plant that may run around the clock, with regular time on the packing floor wearing hygiene clothing and PPE. Some out-of-hours and on-call cover, and occasional travel to suppliers and other sites.

- 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.

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