Dairy Production Supervisor

Dairy processing

Job title	Dairy Production Supervisor
Department	Dairy processing
Reports to	Production Manager
Direct reports	Process operators, team leaders and production operatives on the shift
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Supervises a dairy production area or shift, making sure milk and dairy products are made safely, to specification and to plan. Leads the shift team, drives output and efficiency, and makes sure quality and food safety checks are done and recorded.

Key responsibilities

Shift planning and handover

- Plan the shift against the production schedule, milk availability and staffing
- Allocate operators to lines and tasks based on their skills and training
- Hold start-of-shift briefings on safety, priorities and known issues
- Give and receive clear handovers covering plant status, product on hold, faults and open actions
- Coordinate with planning, milk intake, maintenance and quality to keep production on track

Output and efficiency

- Monitor output, yield and OEE through the shift and act quickly on losses
- Minimise milk solids losses, product waste and utility use
- Lead short daily performance reviews and agree actions with the team
- Make sure changeovers and cleaning runs start and finish on time

Quality and food safety

- Make sure critical control points such as pasteurisation temperature and hold time are monitored and recorded
- Check that in-process tests, production records and traceability are complete and accurate
- Place out-of-specification product on hold and escalate to quality promptly
- Enforce hygiene, allergen and foreign-body controls in the production area
- Support internal, customer and certification audits

Downtime and improvement

- Investigate breakdowns, stoppages and quality incidents to find root causes

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- Record downtime accurately and work with maintenance on lasting fixes
- Lead or support continuous improvement actions, including 5S and standard work
- Keep standard operating procedures current and make sure operators follow them

People and safety

- Supervise, coach and train operators, and keep training records up to date
- Manage attendance, conduct and performance fairly and in line with company policy
- Make sure safe systems of work, lock-out and PPE rules are followed
- Report and investigate accidents and near misses, and close actions on time

Qualifications and experience

Essential

- Experience supervising or leading a team in food, dairy or drinks manufacturing
- Working knowledge of dairy processes such as pasteurisation, separation and CIP
- Working knowledge of HACCP and food safety record keeping
- Experience using production data, including OEE and downtime, to improve performance
- Experience of root cause investigation and problem solving
- Good IT skills for production reporting systems

Desirable

- Qualification in dairy technology, food science or engineering
- Supervisory or team leadership qualification
- Lean or continuous improvement training
- Health and safety qualification at supervisor level

Skills and attributes

- Clear communication and briefing
- Planning and prioritising under pressure
- Coaching and motivating people
- Structured problem solving
- Attention to detail
- Calm decision making
- Fair and consistent management

Measures of success

- Production plan and volumes achieved
- OEE and downtime against target
- Yield, milk solids losses and waste
- Right-first-time quality and product on hold
- Complete and accurate food safety records
- Safety incidents and near-miss reporting

Working conditions and safety

Shift-based role, which may include nights, weekends and on-call cover, on a site that may run around the clock. Works in chilled, wet and noisy production areas wearing hygiene clothing and PPE.

- Follow health and safety rules and safe systems of work, and wear the correct PPE

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- 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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