Dairy Production Team Leader

Dairy processing

Job title	Dairy Production Team Leader
Department	Dairy processing
Reports to	Production Manager
Direct reports	Production operators and trainees
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 a small production team in a dairy processing unit, making sure milk is processed, bottled and packed safely, to specification and on schedule. Works hands-on alongside the team, organises daily work and training, and keeps hygiene and food safety records up to date.

Key responsibilities

Team leadership

- Plan daily tasks and allocate work to suit each team member's skills and experience
- Build a positive, inclusive team in which people of all abilities can contribute
- Identify training needs and coach team members on processes, hygiene and safety
- Hold short shift briefings and give clear instructions and updates
- Deal with attendance, conduct and performance issues promptly and fairly

Production

- Oversee and take part in milk intake, pasteurisation, bottling and packing
- Make sure each production run meets the agreed schedule, volumes and product specifications
- Monitor process checks such as temperatures, hold times and fill levels, and act on deviations
- Manage stocks of packaging and ingredients and flag shortages early
- Coordinate raw milk supply and finished product dispatch with the relevant teams

Food safety and hygiene

- Apply the HACCP plan and make sure critical control points are monitored and recorded
- Keep production, cleaning and traceability records complete and up to date
- Ensure cleaning schedules and hygiene standards are followed in all production areas
- Support environmental health inspections and customer audits

Health, safety and improvement

- Make sure the team works safely, wears the correct PPE and follows safe systems of work
- Report and investigate accidents and near misses

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- Help plan and commission new equipment and process developments
- Suggest improvements to quality, efficiency and waste

Qualifications and experience

Essential

- Experience leading or supervising a team in food or dairy production
- Hands-on experience of milk processing, bottling or similar food production
- Food hygiene certificate at Level 2 or above and working knowledge of HACCP
- Experience keeping production and food safety records
- Experience supporting team members with different levels of ability and experience

Desirable

- A supervisory or team leadership qualification
- HACCP Level 3
- Experience in small-scale, organic or speciality dairy processing
- Experience training staff

Skills and attributes

- Clear, confident communication
- Strong organisation and planning
- Attention to detail
- Patience and good interpersonal skills
- Ability to work on own initiative and take ownership
- Flexibility to help with wider tasks when needed

Measures of success

- Production schedule and volumes met
- Products consistently within specification
- Complete and accurate food safety records
- Positive hygiene inspection and audit results
- Team training plans delivered
- No lost-time accidents

Working conditions and safety

Early starts and some weekend work in line with production needs. Hands-on work in chilled and wet processing areas, with standing, lifting and full hygiene PPE.

- 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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