# Milk Powder Process Manager

## Dairy processing

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| **Job title** | Milk Powder Process Manager |
| **Department** | Dairy processing |
| **Reports to** | Powder Plant Manager |
| **Direct reports** | Shift supervisors (dotted line) |
| **Location** | *[To be confirmed by the employer]* |
| **Contract type** | *[Permanent / fixed-term / other]* |
| **Salary and benefits** | *[To be confirmed by the employer]* |

## Job purpose

Optimises a milk powder plant for quality, yield, cost, safety and environmental performance. Works with shift supervisors to find the root causes of process problems, put permanent fixes in place and keep operating procedures current, and deputises for the Powder Plant Manager.

## Key responsibilities

### Process performance

- Review plant and process results every day, week and month
- Analyse yield, raw material use, losses, bag weights and energy use and drive improvements
- Track OEE, downtime and downgrades and agree corrective actions with supervisors and engineering
- Support evaporation, drying and CIP changeovers when needed
- Make full use of milk solids recovery while cutting the volume of product sent to it

### Planning and new products

- Work with production planning to meet sales orders while keeping the plant efficient
- Raise production orders accurately and on time in the ERP system
- Lead reviews before and after each campaign when product specifications change
- Support new product development, plant trials and commercialisation
- Make sure concentrate and other intermediate products are delivered on time and in specification

### Quality and food safety

- Make sure product meets customer and regulatory specifications
- Maintain the HACCP plan and food safety controls in the powder plant
- Review product grading results with the quality team and act on trends
- Manage product and milk sampling, plant records and CIP schedules
- Carry out GMP audits and close out audit actions
- Check that pasteuriser, metal detector and other critical checks are completed and recorded

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### Continuous improvement

- Identify improvement opportunities in quality, cost, delivery, safety, morale and environment
- Use a structured change management approach to deliver and embed process changes
- Write and update SOPs and train staff in new methods
- Monitor adherence to new procedures and correct any drift

### Health, safety and environment

- Develop and apply safety and risk management plans for the powder plant
- Keep the plant safe through good housekeeping, training and quick action on hazards
- Identify and deliver plans to reduce effluent, emissions and product losses
- Investigate incidents and drive actions to reduce injury rates

### Leadership

- Deputise for the Powder Plant Manager with delegated authority
- Coach supervisors and operators in process knowledge and problem solving
- Attend shift meetings to share safety, quality, engineering and production information
- Build strong working relationships with maintenance, quality, warehouse, environmental and other production teams

## Qualifications and experience

### Essential

- Degree or diploma in dairy science, food science, chemical engineering or a related subject
- At least three years' experience supervising milk powder production
- Detailed knowledge of evaporation, spray drying and powder handling
- Strong knowledge of HACCP, quality control and health and safety in food manufacture
- Track record of delivering process improvements and cost savings

### Desirable

- Lean or Six Sigma qualification
- Experience of new product commercialisation
- Experience with ERP and plant data systems
- Experience of infant formula or nutritional powders

## Skills and attributes

- Data analysis and process optimisation
- Root cause problem solving
- Coaching and leading change
- Planning and prioritising
- Clear written and verbal communication
- Building cross-team relationships

## Measures of success

- Plant yield and losses against target
- Product grading and right-first-time quality
- OEE and downtime
- Production orders delivered in full and on time
- Audit results and timely close-out of actions

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- Safety incidents and environmental compliance

## Working conditions and safety

Site-based role in a food production environment, mainly on day hours with occasional shift work. Safety-sensitive role with PPE and hygiene controls.

- 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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