Milk Powder Shift Supervisor

Dairy processing

Job title	Milk Powder Shift Supervisor
Department	Dairy processing
Reports to	Powder Plant Manager
Direct reports	Process operators, relief operators, and packing and palletising operators
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 shift team running a milk powder plant, from milk reception through evaporation and drying to packed and palletised product. Makes sure each shift meets its targets for safety, quality, output, yield and cost, and drives improvements on the plant.

Key responsibilities

Shift operations

- Run the powder plant from milk reception to finished pallets following the production manual
- Plan and allocate the shift's work to meet the production plan
- Monitor plant performance and make adjustments to keep output, yield and quality on target
- Control labour and raw material use against budget
- Complete shift reports, production records and handovers accurately

Quality and food safety

- Make sure product meets specification and HACCP controls are followed
- Organise product and milk sampling as required
- Keep CIP schedules on track and check cleaning results
- Make sure calibration and critical control checks are done on time
- Support quality audits and complete the actions that follow

Maintenance and engineering

- Work with the engineering team to fit preventive maintenance around production
- Report faults promptly and support breakdown recovery
- Lead operator care and autonomous maintenance routines on shift

Continuous improvement

- Lead improvement work on shift to reduce waste and downtime
- Find the root causes of process problems and put fixes in place
- Provide technical reports and data to plant management

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Health, safety and environment

- Lead safety on shift through housekeeping, risk assessment and permit-to-work
- Investigate incidents and near misses and follow up actions
- Help deliver plans to reduce effluent, emissions and product losses

People

- Lead, motivate and develop the shift team
- Manage inductions and training for new starters
- Hold regular shift meetings covering safety, quality, engineering and production
- Manage attendance, performance and conduct in line with company policy
- Support the senior supervisor and plant manager with site management and reporting

Qualifications and experience

Essential

- Relevant qualification in dairy technology, food science or engineering, or equivalent experience
- At least three years' experience in milk powder production, including supervising a team
- Good knowledge of evaporators, spray dryers and powder packing
- Sound knowledge of HACCP, quality control and health and safety
- Experience of meeting production, quality and cost targets

Desirable

- Lean or continuous improvement training
- Supervisory or team leadership qualification
- Experience with ERP or plant control systems
- First aid certificate

Skills and attributes

- Team leadership and motivation
- Clear communication and shift handovers
- Practical problem solving
- Planning and prioritising under pressure
- Attention to detail in records and checks
- Sound judgement on safety and quality

Measures of success

- Shift output and yield against plan
- Product quality and grading
- Waste and downtime
- Safety incidents and near-miss reporting
- Training and shift records kept up to date

Working conditions and safety

Rotating shift pattern, including nights and weekends, in a food production environment. 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

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- 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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