JOB DESCRIPTION

VICE PRESIDENT, OPERATIONS

Position	Vice President, Operations
Reports to	Top Management
Operational scope	Recombined milk processing and filling plant, including Evaporated Milk, UHT Milk, Cream, Ghee and Sweetened Condensed Milk

1. Position Summary

The Vice President, Operations is accountable for the overall performance and day-to-day management of the company's recombined milk processing and filling plant. The role oversees the production of Evaporated Milk and UHT Milk, as well as the operational scope for Cream, Ghee and Sweetened Condensed Milk. The VP Operations is responsible for efficient plant performance, production growth, new business opportunities and profitability, while identifying future products, categories and projects.

2. Key Responsibilities

Plant Operations and Project Commissioning

- Lead and manage the full operation of the plant, ensuring safe, efficient and reliable performance.
- Lead the setup, installation, commissioning and operational start-up of Sweetened Condensed Milk production.
- Oversee production planning, line utilisation, yield, maintenance, utilities and overall plant efficiency.
- Monitor plant capacity, operational losses, equipment reliability and production performance, and implement improvements.

People Leadership and Culture

- Lead on-site teams across production, maintenance, R&D, automation, process engineering and project management.
- Identify staffing requirements and oversee recruitment, onboarding, training and capability development in accordance with local labour law.
- Promote teamwork, mutual respect, accountability and a safe, professional working environment.

Technical Operations and Process Control

- Apply hands-on technical expertise in recombined milk processing and filling operations, including Evaporated Milk, UHT Milk, creams and Sweetened Condensed Milk.
- Oversee milk powder and milk fat reconstitution, water quality and treatment, dissolving, mixing, standardisation and deaeration.
- Manage Evaporated Milk processing, including pre-warming, evaporation, homogenisation, stabiliser trials, can filling and seaming, sterilisation, cooling, labelling and packing.
- Manage UHT processing, including direct and indirect treatment, homogenisation, aseptic tanks and filling, sterility checks and incubation checks.
- Maintain effective operation of dissolvers, heat exchangers, homogenisers, evaporators, CIP systems, filling and seaming lines, retorts and packaging lines.
- Oversee utilities, including boilers and steam, chillers, compressed air, reverse osmosis and water treatment, power and effluent handling.
- Manage raw material specifications, incoming quality control, supplier performance and stock rotation for milk powders, fats and ingredients.

- Lead troubleshooting and corrective action for heat stability, sedimentation, fat separation, age gelation, colour and flavour defects, and shelf-life issues.
- Improve OEE, yield, loss control, preventive maintenance, spare-parts planning, unit costs and capacity utilisation.

Quality, Food Safety and Regulatory Compliance

- Maintain an audit-ready operation and ensure compliance with applicable food safety, quality, environmental, health and safety requirements.
- Oversee implementation of HACCP, GMP and relevant ISO 22000 or FSSC 22000, ISO 9001, ISO 14001 and ISO 45001 systems, as applicable.
- Ensure products meet applicable Codex Alimentarius standards, GCC (GSO) food standards, labelling requirements and Halal requirements.
- Ensure compliance with local labour law and applicable requirements relating to plant operations, personnel and the environment.
- Manage customer, retailer and third-party audits, including corrective and preventive action follow-up.

Market Awareness, Product Development and Business Growth

- Monitor product, packaging and technology developments in dairy and adjacent categories, including flavoured and fortified milk, lactose-free and protein-enriched drinks, long-life cream, Sweetened Condensed Milk, milk powders and plant-based alternatives.
- Track competitors and market trends across the GCC, benchmarking products, costs and service levels.
- Identify new product lines and profit centres that leverage the plant's existing processes, equipment and supply chain.
- Prepare feasibility studies addressing market potential, capital expenditure, capacity, technology options and return on investment.
- Maintain relationships with equipment and ingredient suppliers and relevant industry bodies, and participate in appropriate exhibitions and conferences.

Confidentiality and Information Protection

- Protect company confidential information, including business details, trademarks, strategic plans and internal pricing.
- Prevent unauthorised disclosure of confidential information to competitors or the public.
- Ensure employees understand and comply with the company's confidentiality requirements during and after employment.

3. Technical Knowledge Requirements

The role requires practical, hands-on knowledge of recombined milk processing and filling, together with the equipment, utilities, raw materials and process controls used in the products and operations listed above.

4. Qualifications and Experience

- Bachelor's or Master's degree in Dairy Technology, Food Technology or a related discipline.
- 15–20 years of experience in dairy or food processing, including at least five years leading a plant or multi-line operation.
- Demonstrated experience in recombined milk, Evaporated Milk and UHT Milk production and filling.
- Experience establishing or commissioning a new plant and experience working in the GCC are strongly preferred.

5. Core Competencies

- Strategic and commercial thinking, including profit and loss ownership.
- Leadership, team building and training across a diverse workforce.
- Project management, including capital projects and new product launches.
- Sound decision-making, structured problem-solving and cost control.
- Clear communication with senior management, regulators, suppliers and customers.

6. Key Performance Indicators (KPIs)

Performance will be assessed against the following indicators, with specific targets set by Top Management.

Performance Area	Key Indicators
Production	Output against plan, Overall Equipment Effectiveness (OEE), yield and product loss
Cost	Cost per unit, utilities cost and maintenance cost
Quality and Safety	Customer complaints, audit results, food safety incidents and lost-time injuries
Commercial	Sales volume, market share and profit by profit centre
People	Staff retention, training completion and compliance with local labour law
Growth	New products and projects evaluated and launched

7. Performance Management

Targets for the above KPIs will be defined by Top Management. The VP Operations is expected to monitor performance, report results and lead corrective actions and continuous improvement initiatives.