

# Improve

food & drink sector skills council

## Occupational and Functional Map

Version Two  
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# Occupational and Functional Map Contents

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## Introduction

This document provides a clear and user-friendly breakdown of the occupations and functions in the food and drink industry.

It also provides an insight into the current nature of the industry by examining the trends that are currently affecting it.

Examples of job roles have been included (on pages 34 and 35) to illustrate how new developments are impacting on both the workforce and career progression. We aim to map out job roles and also provide a context for and insight into the factors that have shaped them.

This map is a reference tool for future development projects and will be used when:

- Developing National Occupational Standards (NOS)
- Developing qualifications
- Identifying skills gaps
- Influencing policies relating to industry practice
- Creating progression routes and job profiles

As this document has a significant impact, input from the industry has been crucial. As a result, the findings presented in this Occupational and Functional Map have been largely dependent on information provided by employers.

## Background

Improve was established as the Sector Skills Council for Food and Drink Manufacturing in 2004.

We are an employer-led organisation and are licensed to represent the industry's views on skills, as well as work with employers to improve productivity and competitiveness through developing the skills of the workforce.

One of Improve's first tasks was to identify the various job roles and functions that existed in the industry. We worked closely with employers to capture the diversity of roles that existed, as well as any changes or movements that were influencing occupations.

The end result of this research was an Occupational and Functional Map that has informed the development of National Occupational Standards (NOS) and in turn qualifications and related skills products for the industry.

It is essential that this Occupational and Functional Map is updated in order to represent industry developments.

This research identifies gaps which have emerged since the first map was created in October 2005 and also provides the basis for the updated map.

## Definitions and Coverage

The footprint which Improve represents is large and diverse, and covers many sectors, which produce a wide variety of goods.

The industry can broadly be categorised into the following sectors:

- Bakery
- Convenience Foods
- Drinks (including soft drinks, wine, brewing and distilling)
- Dairy
- Fresh Produce
- Meat and Poultry
- Ingredients Production
- Seafood
- Sweet Confectionery
- Cereals and Milling

Activities across the industry range from the processing of food stuffs, and added value products, to manufacturing including employing craft skills to produce high value goods.

## Methodology

As part of this research, Improve visited a variety of food and drink manufacturing companies to ensure coverage of a range of production activities, with these including:

- Animal Feed
- Bakery (bread and flour confectionery production)
- Bottling
- Brewing
- Butchery (Retail)
- Cereal
- Convenience Food Production
- Dairy (yoghurt and dessert manufacture)
- Distilling (malt)
- Edible Fat Production
- Fish Processing
- Fresh Produce
- Frozen Foods
- Ingredients Processing
- Meat (slaughter and processing)
- Poultry (slaughter and processing)
- Ready Meals
- Sandwich Preparation
- Seafood Processing

Whilst the structure of the visits varied from company to company, in the main the consultation consisted of a meeting with a human resources representative and a visit to the production area where functions carried out were categorised by department and job role.

The length of visits also varied depending on the size of company with them ranging from half to full day consultations.

## Future Trends

From the consultation visits with employers a number of significant trends in the changes to job roles were identified. One of the most notable recent changes has involved the upskilling and multiskilling of production staff.

Throughout the sectors, many companies believe that fewer workers with a broader range of skills will equal bigger profits and increased productivity.

This is especially true in the case of quality assurance (QA) roles. Production staff are now starting to take over basic testing roles, which were formally performed by QA staff. QA departments are now shrinking as a result, leaving only higher level (i.e. management) staff to carry out more complex testing and monitoring.

Production staff are also gradually taking on more responsibility within their area, including basic cleaning and machine maintenance.

There are also higher expectations being placed on these staff members to develop the skills to work in multiple departments within production.

Employers anticipate that the industry's reputation for having a predominantly unskilled workforce will be changing to that of an industry known for flexible highly skilled workers.

These findings reflect employment projections for the food and drink manufacturing industry, which forecast a transition to a more highly skilled workforce between 2007 and 2017<sup>1</sup>.

These projections anticipate expanding numbers and share of the workforce which will be taken by higher skill level occupations such as:

- Managers and senior officials
- Professionals and associate professionals
- Technical occupations

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<sup>1</sup> Working Futures III (2008), Institute of Employment Research - not yet published (expected Nov 08).

These occupational groups generate high total requirements over the next decade. To meet this requirement there will be the need to recruit to the equivalent of approximately 50% of current employment levels.

The loss of craft specialists due to retirement is also starting to affect the workforce. National statistics indicate that more than a third of the current food and drink manufacturing workforce could retire from the industry in the next 20 years<sup>2</sup>.

Improve's Ageing Population Research (2006) consulted with stakeholders and identified the potential loss of skills from the bakery sector as a result of large scale retirements due to an ageing workforce.

Environmental and sustainability issues are also starting to become more pressing than they were in 2004/5. This is mainly due to the rising energy costs.

A majority of the companies interviewed placed environmental issues under the remit of their quality or technical managers. However, many companies have expressed a need to expand in this area in the future.

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<sup>2</sup> The number of UK people over pensionable age, is projected to increase from nearly 11.4 million people in 2006 to 12.2 million in 2011, and will rise to over 13.9 million by 2026 (a 22% increase 2006-2026), reaching over 15.3 million in 2031 (Social Trends, 2006).

## Occupational Mapping

The variety and diversity of businesses visited to develop this report has highlighted the myriad of ways companies deploy their workforce to cover the functions required. This has meant that roles and responsibilities differ around occupational areas. However, every effort has been made to capture this diversity, whilst providing a map which fits with the widest range of job roles in the sector.

An effort has also been made to link occupations to the Standard Occupational Classification 2000 (SOC2000). These classifications are maintained by the Occupational Information Unit (OIU) of the Office of National Statistics (ONS). These codes have been created to inform job matching functions undertaken by employment agencies, providing career information for leavers from the educational sectors and other labour market entrants. They also inform guidance on labour market and skill policies introduced by Government via statistical trends analysis. For a breakdown of SOC codes, please see the SOC code annex on page 36.

## Management of the Business

This function includes providing direction to the business at a strategic level as well as other key operations such as finance, marketing and human resources. The management of operational areas have been included within specific functions; however, in smaller businesses all management is undertaken by a small team or even an individual.

### Training & Human Resources

This team or individual works closely with production and process to ensure there are sufficient people employed to fulfil production requirements and that employees have the required skills. Large numbers of companies deliver some form of training (minimum basic food hygiene), and these programmes are often developed and delivered by the HR function. They may also deal with resolving and improving issues related to workplace satisfaction.

### SOC Codes (2000)

1133	Personnel, training and industrial relations managers
3563	Vocational and industrial trainers and instructors
3562	Personnel and industrial relations officers

### Finance

This function includes responsibility for costing of new and modified products and so works closely with product development and production. Also includes management accounts.

### SOC Codes (2000)

1131	Financial managers and chartered secretaries
2422	Management accountants
4121	Credit controllers

4122 Accounts and wages clerks, book-keepers, other financial clerks

### Marketing & Sales

This department is key to any business, but a particularly dynamic function in the fast moving environment of food and drink manufacture. Marketing works closely with product development and production to ensure goods meet customers' needs and are produced within the required timescale. They also promote commercial and public awareness of new products.

Sales managers and representatives work closely with customers (i.e. major supermarket chains) to ensure that there is a good working relationship and that needs and supply are being met. These roles are essential to making sure that products reach the public.

### SOC Codes (2000)

1132	Marketing and sales managers
3542	Sales representatives
3543	Marketing associate professionals
7113	Telephone salespersons
7211	Call centre agents/operators
1142	Customer care managers

## Technical

The job roles that fall under this category are critical for a safe and efficient production environment.

All businesses visited, regardless of size or product, had systems in place to monitor quality, food safety and health and safety. However, there was a split in how these departments were organised. In some companies all of these areas were overseen by one manager (often referred to as the technical manager) with some attention given to environmental matters. Other companies, however, have chosen to appoint separate managers to each area, including environmental.

Many organisations follow the structure of a manager-level role devoted to quality and/or safety with auditors/samplers working under them. However, there has recently been a tendency among companies to place more responsibility with production staff rather than auditors/samplers for basic quality-related issues.

Engineering and maintenance departments are generally run by a director or manager who is responsible for planning projects. There are then a variety on engineering specialists and maintenance staff who carry out day to day operations.

Product development also remains a technical role, requiring individuals with detailed knowledge of food science and culinary arts. As some food and drink products are more complex than others, the level of scientific knowledge for these roles varies from company to company.

## ⇒ Quality

This area covers the monitoring of quality systems and ensuring that the quality of the product is in line with the product specification.

This will involve the checking and testing of raw materials as appropriate, and monitoring of production quality through to despatch and carriage of finished goods. They are also responsible for writing and developing all technical procedures:

### **Quality Manager (Hygiene Manager; Systems Manager)**

The person responsible for the quality systems implemented. Dependent on the size of the company, this role may be undertaken by the Factory Manager.

### **Technical co-ordinator (Quality Auditors)**

Responsible for co-ordinating, monitoring and maintaining any quality auditing systems.

### **Samplers**

Collect samples and perform routine checks.

## **SOC Codes (2000)**

1141	Quality assurance managers
3111	Laboratory technicians
3567	Occupational hygienists and safety officers (health and safety)
3115	Quality assurance technicians
8138	Routine laboratory testers
8133	Routine inspectors and testers
3565	Inspectors of factories, utilities and trading standards

## ⇒ Food Safety

Food Safety procedures are developed to comply with legislation, regulations and satisfy the requirements of one or more external bodies. There is a great deal of overlap with quality assurance, quality control and health and safety.

As mentioned above, some companies still keep these areas separate, while many have started condensing them--usually into their technical or quality, health and safety department.

### **Food Safety Manager**

This role requires a high level of technical knowledge, a micro-biologist, with a degree in micro-biology or chemistry.

### **Senior Laboratory Technician**

Undertaking a supervisory function. High level of technical knowledge, but not always a requirement for a food or science related qualification.

### **Laboratory Technician**

Routine testing to parameters set by the Head of Department.

## **SOC Codes (2000)**

2111	Chemists
2112	Biological scientists and biochemists
3111	Laboratory technicians
3567	Occupational hygienists and safety officers (health and safety)
3568	Environmental health officers

## ⇒ Health & Safety

Businesses have a duty under the law to ensure the Health & Safety and welfare of their employees, regardless of company size.

As a minimum, employers must assess risks and implement measures to reduce those risks. In some cases, the role of health and safety manager is a volunteer role taken on by senior management.

How sophisticated the monitoring and realisation of these systems is very much dependant on, not only size of company, but also the levels of risk to employees whilst doing their jobs.

### **Health and Safety Manager**

Employees in this role are responsible for overseeing and implementing health and safety procedures throughout a company or site.

### **SOC Codes (2000)**

3567	Occupational hygienists and safety officers (health and safety)
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## ⇒ **Environmental**

Monitoring and controlling environmental impacts caused by the production process is growing in importance for many businesses.

The implementation of procedures, and particularly those that meet the requirements of recognised quality systems, is increasing due in the main to customer demand.

At present, the implementation of environmental systems is, largely, managed within quality.

However, the growing interest in this area is placing greater demands on the sector and many businesses recognise this as an area where the skill level of employees will need to increase rapidly.

### **Environmental Manager/Technician**

This is usually a project management role that involves working with production managers and maintenance staff to monitor and implement energy saving procedures. Depending on the company, they may also oversee an effluent plant and monitor outgoing waste. A detailed knowledge of environmental science as well as environmental law is a key requirement for this role.

## ⇒ Engineering and Maintenance

This can be broadly broken down into two distinct areas i) routine maintenance and changeovers; ii) project engineering.

The latter tend to look specifically at feasibility of new plant and installation as well as investigating ways of increasing production levels.

### **Engineering Manager**

In conjunction with the Factory Manager, monitor and implement improvements in production processes.

### **Site Maintenance Manager**

Plans, distributes and organises planned work and preventative maintenance.

### **Maintenance Co-ordinator**

Often a clerical role, co-ordinating and monitoring engineering functions.

### **Duty Holder (Duty Engineering Manager)**

Responsible for ensuring the smooth running of plant, attached to a section of production or a shift.

### **Section Leaders (Team Leaders, Chargehands)**

Qualified engineer who may be responsible for a team of engineers or for the maintenance of a line within a team including operative staff.

### **Engineers (Line Technicians)**

May be responsible for change-overs or trouble-shooting when problems arise. These roles can be part of the engineering function or incorporated into a production line, working alongside production employees. Engineers tend to specialise in electrical or mechanical equipment maintenance, however, there is a growing need for all-round skills and an ability to maintain the newer computerised equipment.

### **Maintenance Staff**

Oversees physical well being of the site

## **SOC Codes (2000)**

2122	Mechanical engineers
2123	Electrical engineers
2124	Electronics engineers
2126	Design and development engineers
2127	Production and process engineers
2128	Planning and quality control engineers
3112	Electrical/electronics technicians
3113	Engineering technicians
5241	Electricians, electrical fitters
5249	Electrical/electronics engineers n.e.c.
5216	Pipe fitters
1121	Production, works and maintenance managers
1235	Recycling and refuse disposal managers
3119	Science and engineering technician n.e.c.

## ⇒ Product Development

Many of the businesses visited saw product development activities as key to their future business success.

In a number of very large enterprises visited the product development function is located centrally and serves a number of production plants.

This contrasts with small businesses where product development is often integral to the normal production processes and undertaken by production staff. Product development works closely with the finance department to agree cost and feasibility of new products.

### **Manager**

A qualified food technologist, nutritionalist or culinary specialist. There would be close liaison with the marketing and sales department as the main interface with the customer. However, where appropriate, the manager would be expected to negotiate direct with the customer on technical matters during development.

### **Development Technologist (Technical Co-ordinator)**

This is often a graduate with a food-related degree who is responsible, along with the manager, for the development of new products as well as the reengineering of current products. A good knowledge of production processes is essential and a close working partnership is required with the production staff to ensure that products are feasible and cost effective.

### **Development Assistant (Technician, Operator, Kitchen Assistant)**

Whilst this role does not require any formal food related qualification, it is often filled by someone who has worked in production and has a high level of knowledge of food production. There may also be some presentations skills needed for this role.

## **SOC Codes (2000)**

1137	Research and development managers
2111	Chemists
2112	Biological scientists and biochemists
3111	Laboratory technicians
5434	Chefs, cooks
5432	Bakers, flour confectioners
9223	Kitchen and catering assistants

## **Supply Chain**

Managing the supply chain within the manufacturing process was a key function for all companies taking part, but this varied in complexity from business to business.

The areas noted below were often incorporated into one or two areas of responsibility but can be broken down in the subsections below.

## ⇒ Purchasing

The buying or procurement function liaises closely with production planning and, depending on the raw materials to be purchased, can be a highly specialised area.

Products range from raw materials, packaging, machine parts etc., and the buying of these goods may fall to different departments.

In a market where consumables can have a fluctuating market value and be sourced from all over the world, the buying area needs to be timely in sourcing materials and ensure a competitive price is paid.

### **Buyer (Procurement Manager)**

Sourcing materials and negotiating with suppliers. This is a highly dynamic role due to the fluctuating cost of goods, often sourced world wide.

### **Purchasing Co-ordinator (Assistant Buyer)**

Liaises with suppliers to ensure timely delivery.

### **SOC Codes (2000)**

1133 Purchasing managers

3541 Buyers and purchasing officers

## ⇒ Goods Inwards

The goods-in function may include some form of testing of raw materials received. If this is undertaken by someone within the goods inward area, the criteria upon which materials are tested and the optimum range is set by a role in the technical function (see below).

There are a large number of overlaps between the functions in the storing of raw materials, movement of product through the process, storing of finished product and despatch. This is highlighted by the fact that, at management level, the responsibility for these functions often encompasses all these areas as well as a wider quality remit.

### **Raw Materials Manager (Quality Services Manager; Supply Chain Manager; Production Services Manager)**

Working closely with procurement, this role oversees the delivery, quality and storage of raw materials, and as noted above, is often responsible for the supply of product throughout the production process.

### **Team Leader**

A supervisory role overseeing the operative function of the area.

### **Operator**

Varies greatly depending on raw materials received. For example, the lairageman would be responsible for the livestock in an abattoir before slaughter. Fork-lift truck drivers are a requirement in virtually all companies.

## **SOC Codes (2000)**

1162	Storage and warehouse managers
4133	Stock control clerks
8222	Fork-lift truck drivers
9149	Other goods handling and storage occupations n.e.c
8133	Routine inspectors and testers

## ⇒ Despatch

The majority of companies use outside haulage companies to transport finished goods. However, some retain this in-house, particularly those which require specialist forms of transportation (milling, animal feed etc.) and this would be the responsibility of the despatch function.

As noted above, the management of despatch often overlaps with the goods-in area.

### **Logistics Manager**

(Warehouse Manager)

Co-ordination / management of transport function.

### **Supervisor**

Overseeing operations.

### **Line Leader**

'Hands-on' role, overseeing staff.

### **Operative**

In particular, fork-lift truck drivers.

## **SOC Codes (2000)**

1161	Transport and distribution managers
4134	Transport and distribution clerks
8222	Fork-lift truck drivers
8211	Heavy goods vehicle drivers

## ⇒ Production

Whilst usually connected to production, the planning role is key to co-ordinating the activity of a number of areas of the business, for example, goods-in; despatch; engineering. It is a dynamic area, key to the productivity and profitability of a business.

Similar to the area of product development. In micro businesses, this was more likely to be integrated into the production function, with responsibility for production planning falling to the Factory Manager.

### **Planning Logistics Manager (Materials & Planning Manager)**

Someone with a great deal of experience in food and drink production processes. Liaises closely with procurement and production managers.

### **Production Co-ordinator**

A dynamic role liaising with a number of departments to ensure production requirements are met in a timely and cost-effective manner.

### **Schedulers (Planners)**

Often a clerical role, but requiring a good understanding of production processes, this person schedules production.

## **SOC Codes (2000)**

1239      Managers and proprietors in other services n.e.c.

## ⇒ Operations

The activities undertaken differ widely within the sector from highly automated production to labour intensive craft skills. However, regardless of product, all companies visited were looking to reduce the lines of reporting within production and place a greater responsibility at operative level for quality and efficient running of lines. This also has a knock-on effect at supervisory level, a role which has been traditionally 'hands on' is now requiring more strategic planning skills with a proactive approach to areas of responsibility and a greater awareness of production as a whole.

Companies which implement a grading system often have the greatest number of grades at operative level, compared to more technical roles. This clearly reflects the diverse range of skill requirements at this level and the need to encourage flexibility within the workforce through a clearly defined graded path.

Increasingly, production employees are organised into teams to run lines or pieces of equipment. This has seen the integration of maintenance and operation functions in one team.

### **Production Manager (Factory Manager)**

This role oversees and monitors production, as well as having overall responsibility for staffing and related issues. A detailed knowledge of the product and production processes is usual at this level and within such areas as craft bakery and meat and poultry this person would be a highly skilled baker or butcher.

### **Control Room Manager**

In highly automated processes production is often controlled from a central point, where equipment is monitored and operations directed. The Control Room Manager may also have overall responsibility for production.

### **Control Room Operator**

Responsible for monitoring plant from a central point and co-ordinating response to equipment faults / breakdown etc.

**Continued...**

### **Unit Manager (Shift Manager, Section Manager, Senior Line Leader)**

This role is often in charge of a section of production and would report regularly into the Factory Manager on production levels. Has responsibility for ensuring adequate staffing and recruitment, overseen by the Factory Manager. A 'hands off' role, not normally working in the production area, like the Factory Manager, a high level of knowledge of product and processes is required.

### **Line Leader (Chargehand, Senior Operator, Key Operator)**

This is usually a 'hands on' role, working on the production line, but having extra responsibilities for the supervising of staff (but not recruitment and disciplining) and ensuring smooth running of the line.

### **Operative – Technicians**

This role represents a shift from the traditional operative function, where formerly responsibility for changeovers and minor maintenance (also known as machine maintenance; asset care) would have required input from the engineering department. This is increasingly becoming the responsibility of the operator (or team of operators) on a line, thus allowing the better utilisation of the engineering department, pulling them away from time-consuming minor maintenance.

### **Operative – Skilled (Slaughterman, Ovensman, Mashman)**

The range of skills required in this role varies greatly from business to business. Increasingly, the need for operatives to be skilled in a number of areas is key to a company's ability to react quickly to market demands.

### **Operative – Operator**

There are a wide variety of functions expected in this role, with flexible working again key. The job may require machine-minding, packing, deep cleaning etc.

## **SOC Codes (2000)**

1121	Production, works and maintenance managers
5431	Butchers, meat cutters
5432	Bakers, flour confectioners
5433	Fishmongers, poultry dressers
8111	Food, drink and tobacco process operatives
9132	Industrial cleaning process occupations
9134	Packers, bottlers, canners, fillers
9139	Labourers in process and plant operations n.e.c.

## ⇒ Support

There is a great deal of variance from business to business as to which support services are attached to the main production area and which are sourced outside the company or are centrally managed.

Particular areas noted in the research included hygiene cleaning, effluent plant management (Dairy) providing laundry, site and security services.

### **SOC Codes (2000)**

9234	Launderers, dry cleaners, pressers
9241	Security guards and related occupations

## Functional Mapping

From the information gathered the functions noted have been grouped into key roles and then further disaggregated into principal functions and functions as follows.

Key Roles	Principal Functions	Functions
<b>A. Lead and manage the business</b>	A1 Provide direction to the business	A1.1 Produce a strategy for the business
		A1.2 Produce operational plans for the business
		A1.3 Gain commitment to implementing operational plans
	A2 Manage self and others	A2.1 Manage yourself and own resources
		A2.2 Provide direction and mentoring support
		A2.3 Promote and ensure diversity and equality of opportunity
		A2.4 Recruit and retain staff
		A2.5 Provide professional development opportunities for self and others
	A3 Manage resources	A3.1 Manage finance and administration
		A3.2 Manage information, communication and technology
	A4 Increase business	A4.1 Market food and drink products
		A4.2 Sell food and drink products
<b>B. Provide technical, engineering and product development services</b>	B1 Ensure quality	B1.1 Develop and implement systems to ensure quality
		B1.2 Maintain and improve systems to ensure quality
		B1.3 Audit quality
	B2 Ensure food safety	B2.1 Develop and implement systems to ensure food safety
		B2.2 Maintain and improve systems which ensure food safety
		B2.3 Audit food safety
	B3 Ensure health & safety	B3.1 Develop and implement systems to ensure health and safety
		B3.2 Maintain and improve systems to ensure health and safety
		B3.3 Audit health and safety
	B4 Control environmental impact	B4.1 Develop and implement a system to control environmental impact
		B4.2 Maintain and improve a system to control environmental impact
		B4.3 Audit environmental impact
	B5 Provide engineering services	B5.1 Commission and de-commission plant and equipment

	B6 Research and develop new food and drink products	B5.2 Monitor performance of plant and equipment
		B5.3 Maintain and repair plant and equipment
		B6.1 Research feasibility of new or modified food and drink products
		B6.2 Develop and test new or modified food and drink products
<b>C. Manage the supply chain within food and drink processing operations</b>	C1 Purchase goods and equipment	C1.1 Source and purchase goods and materials
		C1.2 Source and purchase plant and equipment
	C2 Monitor and control the supply of goods	C2.1 Receive goods and materials
		C2.2 Store goods and materials
		C2.3 Issue and despatch goods and materials
		C2.4 Transport goods and materials
	C3 Process & sell food & drink in a retail environment	C3.1 Sell, display & present food & drink.
		C3.2 produce added value food & food service products.
	<b>D. Produce food and drink products</b>	D1 Manage food & drink production operation
D1.2 Review and implement improvements to operational plans		
D1.3 Develop and maintain production schedules		
D1.4 Co-ordinate supply chain activities		
D2 Manufacture and process food and drink products		D2.1 Perform technical production operations
		D2.2 Control automated production operations
		D2.3 Perform bakery operations
		D2.4 Perform meat & poultry processing operations
		D2.5 Perform fish & shellfish processing operations
		D2.6 Perform milling & cereals processing operations
		D2.7 Perform sweet confectionery operations
		D2.8 Perform dairy processing operations
		D2.9 Perform brewing operations
D3 Provide production support		D3.1 Perform hygiene cleaning
		D3.2 Provide laundry services
	D3.3 Provide security services	

## Job Role Examples

### Generic Job Description – Operative Level

**Job title:** Production Operative  
**Reports to:** Team Leader/ Production Supervisor  
**Responsible for:** Production of Food products

#### **Objectives & Expectations**

To ensure that all products in your area of responsibility are produced to company specifications, timescales and correct quantities ordered by our customers in a safe and hygienic manner.

**Basic Skills:** Literacy, numeracy and IT

#### **Key Responsibilities**

- Ensuring that products are made to specifications, without excess waste of ingredients, resources or time and in a hygienic manner.
- To become multi-skilled by completing the appropriate training.
- To identify and report machine faults to an engineer as soon as they become apparent if unable to deal with the problem.
- Ensuring that the Team leader is informed well in advance of any shortages in materials or equipment changes before it caused delays.
- General upkeep of working area including the machinery.
- Take overall responsibility for the continuous production and the safe running of the machinery.
- To be aware of, understand and adhere to health and safety regulations.
- To ensure compliance with company policies and regulations.
- Perform any other duties as necessary as directed by the team leader.

## Generic Job Description – Team Leader Level

**Job title:** Production Supervisor  
**Reports to:** Production Manager  
**Responsible for:** Production of Food products

**Objectives & Expectations:**

To lead a team of operatives to ensure that all products in your area of responsibility are produced to company specifications, timescales and correct quantities ordered by our customers in a safe and hygienic manner.

**Basic Skills:** Literacy, numeracy and IT

### Key Responsibilities

- Effectively supervise the team in ensuring that products are made to correct specification, without excessive waste of ingredients, resources or time and in a hygienic manner.
- Ensure that pre-start checks take place at the beginning of the shift and that the line is fully manned.
- Ensure that all staff are fully trained in all aspects of their job roles.
- Complete training records and staff reviews when required.
- Liaise with members of staff to minimise disruption when problems and issues occur.
- Promote a positive working environment amongst staff and set a good example to team members in both manner and conduct.
- Be aware of, understand and adhere to health and safety regulations.
- Ensure compliance with company policies and regulations.
- Perform any other duties as necessary as directed by the Production Manager.

## SOC Code Annex

The first number in each SOC code represents the following:

- 1 Managers and senior officials
- 2 Professional occupations
- 3 Associate professionals and technical occupations
- 4 Administrative and secretarial occupations
- 5 Skilled trade occupations
- 6 Personal service occupations
- 7 Sales and customer service occupations
- 8 Process, plant and machine operatives
- 9 Elementary occupations