

# HIDALGO

## Job Description

**Job Title:** Operations Manager

**Reporting To:** CEO

**Department:** Operations

**Date Created:** 20<sup>th</sup> October 2011

**Location:** Swavesey

### Position Summary:

The Head of Operations will be responsible for driving the strategy of the Operations function in a high growth business to ensure it can meet business demands.

This will include the smooth transition from low volume manufacturing to high volume, comprising changes and improvements to existing business systems and processes and full utilisation of logistics functions including purchasing and shipping to ensure they are set up effectively and efficiently to enable them to deliver to anticipated future capacity.

You will work closely with the Product Marketing and Product Development Teams through the cradle to grave life cycle of concept of new product to delivery to end of life. This position will also be responsible for planning and directing all manufacturing activities to meet customer expectations, while achieving company goals such as on-time delivery, managing costs and consistently maintaining superior quality standards. This is a hands on role where you will need to be prepared to work at both ends of the spectrum from organising and completing shipments to future proofing the business.

### Main Responsibilities:

- Manage New Product Introduction in conjunction with the Product Development Teams (Engineering, Test, Marketing) and our in-house manufacturing facility
- Define and execute on Operations strategy including transition from low volume manufacture to high volume
- Be the primary contact and effectively manage the supply chain including transition from low volume to high volume
- Conduct S&OP process and maintain production schedules to ensure delivery and revenue targets are met
- Manage Logistics functions including purchasing and shipping to ensure they can meet the future capacity needs of the business
- Ensure stock levels do not exceed agreed targets, whilst maintaining acceptable lead times, on-time delivery performance and implement processes to improve the accuracy of company inventory
- Control costs; ensuring all operational activities are performed within an acceptable budget whilst also ensuring an excellent customer experience is maintained
- Constantly strive to improve the operational delivery process by use of guideline documents, automation of IT processes and cutting bureaucracy by re-engineering processes

*Continued overleaf*



- Identify and implement new processes to enable an operations function that can deliver in line with the needs of a rapid growth business
- Contribute to cross-Jaltek projects as required
- Improve the quality of the products and processes using an ISO9001 certified quality system
- Manage and recruit staff; and set their priorities as demanded by the business
- Provide month/year end financial reporting as required to the Accounts team
- Create and manage KPI's that drive the business forward
- Project manage cross-functional teams.

#### Minimum Qualifications/Experience Required:

- Proven experience in similar role in a medical electronics business
- Proven experience of new product introduction
- Proven track record of changing/improving business systems and processes to meet the changing needs of the Company
- Proven track record of transitioning of production and processes from low volume manufacture to high volume
- Background in hi-tech electronics or medical devices environment
- Experience of managing a team
- Experience with business systems, Navision an advantage
- Knowledge of EN13485 and overall business process requirements for managing product through clinical regulatory cycles an advantage
- Essential to have a good understanding of high growth business and its challenges.

#### Key Competencies/Attributes Required:

- Good communication skills
- Presence and personality to influence both customers and staff
- Strong leadership skills
- Strategic thinker who can translate that strategy into defined actions
- Excellent planning and organisation skills
- Commercial acumen
- Team player
- Strong project management skills.

#### Further information

Applicants who meet the above criteria and are interested in finding out more please call or submit your application to:

**Bernadette Franklin, Group HR Manager**

07557 265837 or at [bernadettef@jaltek-group.com](mailto:bernadettef@jaltek-group.com)

**For further information contact Jaltek Systems Limited at:**

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