

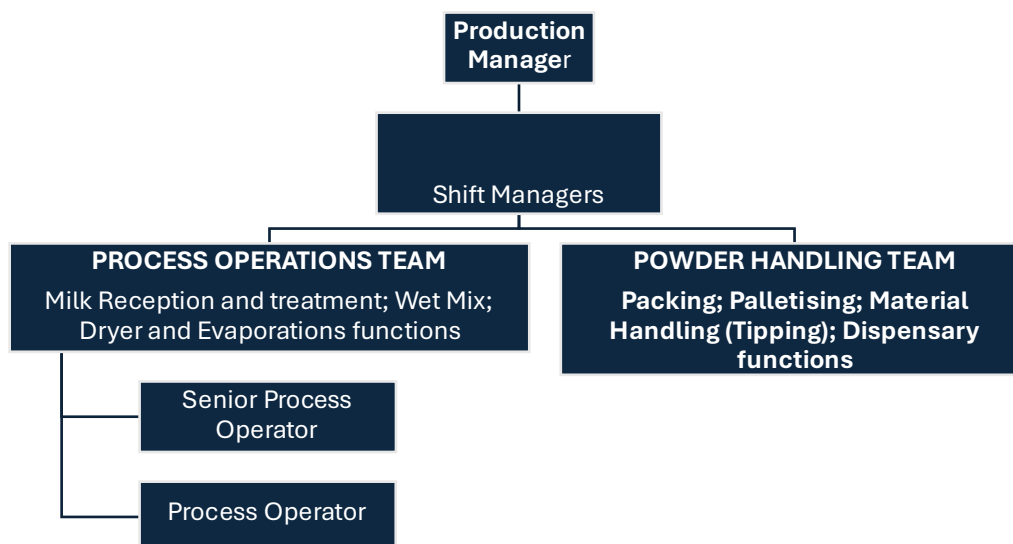
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	Process Operations Team: Process Operator	

This position description provides an indicative outline of the purpose and accountabilities of the role, specific performance requirements and expectations. It is subject to change in relation to business requirement and in discussion with the job holder. Additional duties, within the capabilities of the job holder may be required from time to time. This position description should be read in conjunction with the respective IEA and employee handbook.

Title and reporting relationships		
Position title:	Process Operator	
Business Unit:	Process Operations Team	
Function:	Manufacturing	
Location:	Mataura Valley Milk, Gore	
Reports to:	Shift Manager	
PD approved by:		Date:

Main purpose of position
The Process Operator at MVM plays a critical role in ensuring the smooth, efficient, and safe operation of the milk powder production plant. This position is responsible for monitoring and controlling all aspects of the production process in accordance with approved Standard Operating Procedures (SOPs) and regulatory requirements. The operator ensures that company standards and objectives are consistently achieved in the areas of product quality, cost efficiency, plant availability, yield optimization, workplace safety, and environmental compliance. The role requires strong attention to detail, technical aptitude, and the ability to work effectively in a fast-paced, team-oriented environment. The Process Operations Team is responsible for running two or more plants including Milk reception/treatment, Wet mix and Dryer and Evaporation activities. Process Operators are expected to rotate and be able to fulfil the requirements of this job description.

Organisational Relationships



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Key Responsibilities		
Key Focus	Activity	Success Measure
Health, Safety and Risk Management	Supports a healthy and safe work environment.	- Ensures good housekeeping practices are followed consistently. - Actively supports and encourages safe work practices across all operations.
	Identifies opportunities to minimise losses to the business and support company directives.	- Reports hazards, near miss events and safety issues in a timely manner. - Assists in implementing corrective actions to prevent recurrence. - Adheres to all company Health, Safety, and Risk policies and procedures.
	Helps ensure continuous improvement in safety performance and risk reduction.	Actively participates in Health & Safety meetings, audits, and training sessions to stay informed and contribute to continuous improvement.
Milk Reception/Treatment	Responsible for the receipt of incoming raw milk and for the receipt and unload of oil for Nutritional products.	- Processes are applied in accordance with Production SOPs to maximise the quality, efficiency, effectiveness of the operations. - Product specifications are met in full. - Productivity and waste reduction targets are achieved. - Customer acceptance standards are met. - Exact product specifications are adhered to.
	Responsible for the outload of treated cream.	
	Responsible for chilling, heat treatment, and separation process for all incoming milk upon receipt.	
Wet Mix	Responsible for preparation of Nutritional oils, reverse osmosis, the blending and mixing of macro dairy ingredients, micro ingredients as per the formulation to produce commodity and other products.	
Dryer and Evaporation	Responsible for the evaporation and drying process, automation and systems understanding.	
Food Safety Regulations	Monitors critical control points to ensure compliance with food safety regulations.	- Quality process standards are met. - Applies process improvement through the application of problem-solving disciplines.
Effluent and air discharge	Manages effluent and air discharges in accordance with operational guidelines	Operational guidelines are met.
Quality and HACCP	Ensures product meets required specifications.	Complies with and participates in Quality Audits where indicated.

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		Brings a continuous improvement mindset to the role – always looks for ways to improve what we do and how we do it.
	Supports the quality and HACCP systems and ensures procedures are followed.	Models behaviours focussed on ensuring product quality.
	Ensures work relating to Quality and Calibration issues are conducted in a timely manner.	- All required documentation is completed accurately and in real time for traceability. - Reports any non-conformance promptly and assists in implementing corrective actions.
	Manages product and milk sampling requirements.	- Plant and product quality performance is maintained. - KPI targets are met.
Company values and behaviours	Demonstrate our company values and behaviours and encourage and coach others to do likewise.	- Values and behaviours are met. - Goes the extra mile to support team members – is always willing to step in and help others – provides support for covers and call-backs where needed.

Key Challenges
Produce product “first time right”.
Achieving productivity and waste reduction targets in the Plant.
Managing toward and achieving the production plan.
Actively supporting process improvement corrective action activities.
Actively supporting set production management disciplines.
Fostering a culture consistent with the values of the Company, general good business sense and discipline.
Supporting the Shift Manager in maintaining plant services, steam, chemicals, etc.

Decision making authority	
Decisions Expected	Outcomes Expected
Process operational adjustments	Sound decision making processes
Process actions to ensure product specifications are met	Product specification adherence
Process actions to ensure product yields are optimised	Compliance
Actions to protect staff, equipment and the environment	H&S, discharge compliance and asset protection

Working Relationships	
Most Frequent Contact	Nature or Purpose of Contact
Shift Managers; Powder Handling team	Day to day running of the plant

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Production Manager and/or Site Manager	Operational management issues
Quality Assurance Manager	Quality control and improvements
Production coordinator	Product sampling and testing
Contractors – Waste, Consumables, Compliance	Day to day requirements

Qualifications, experience and competencies		
Requirement	Essential	Desirable
Education	NCEA Level 2 (or similar attainment of recognised learning)	- Diploma in Dairy Technology or work towards same - Fork-hoist Licence - First Aid Certificate
Experience	Experience in a Food Manufacturing environment, preferably with Dairy manufacturing.	- Process Control - Milk Powder Production - Primary Industry Compliance
Technical/Functional Skills	- Possess a mechanical aptitude and can demonstrate problem solving techniques. - Well-developed communication and interpersonal skills. - Good level of literacy & numeracy aptitude. - Computer literacy for the monitoring, responding and fault finding of process control systems including a fully automated track and trace system (ERP). - Ability to maintain legible records, logs and communication processes to comply with food safety standards and for effectively managing change between shifts. - Able to work under pressure to pre-determined schedules. - Ability to contribute to problem solving and fault-finding.	A commitment to drive quality and continuous improvement.

Job descriptions are subject to change at any time to reflect evolving business needs, organisational priorities, or role requirements. Any changes will be made following a discussion with the job holder.