

Position Description: Head of Reliability Engineering

Title and reporting relationships	
Position title	Head of Reliability Engineering
Business Unit	Operations
Reports to	GM Engineering & Business Performance
Scope:	Relentlessly improving availability, reliability, performance and lifecycle value of plant and equipment through reliability engineering strategy, maintenance standards, project implementation, and asset health. Governance across all Open Country manufacturing sites, functionally guiding site-based Maintenance Managers, Automation Engineers, and vendors in a matrix structure.
Direct reports	Nil
Indirect reports	Maintenance Managers (on-site roles, reporting to Site Operations Managers); and Automation Engineers (on-site roles, reporting to Maintenance Managers) — both in a matrix/functional-line structure. Specialist vendors.

Main Purpose of Position
The Head of Reliability Engineering leads reliability strategy, asset-health governance, and maintenance standards across Open Country's manufacturing sites. The main purpose is to reduce unplanned downtime and extend asset life through condition monitoring, root-cause elimination, and lead a risk-based maintenance strategy, while functionally guiding site-based Maintenance Managers and Automation Engineers in a matrix structure.

Reliability Strategy & Asset Health Governance — 30% of role	
Key Responsibilities	Success is demonstrated when:
- Develop and own the enterprise reliability strategy (e.g. RCM, FMEA, criticality analysis) and asset-health governance framework across sites. - Own the asset register's condition and criticality data, ensuring it is current and drives maintenance prioritisation. - Build succession and capability plans for the reliability and maintenance discipline across the business.	- The reliability strategy and asset-health framework are adopted consistently across sites, not reinvented locally. - Asset condition and criticality data are current and drive maintenance prioritisation decisions. - Succession and capability risk in the discipline is identified and managed ahead of gaps emerging. - Pro-active installations and swap-outs are done with minimal downtime on plant and equipment.
Maintenance Standards & Matrix Leadership — 25% of role	
Key Responsibilities	Success is demonstrated when:
- Functionally lead and coach the network of site-based Maintenance Managers and Automation Engineers in a matrix structure, setting reliability priorities, technical standards, and quality expectations for maintenance and condition-monitoring work. - Develop and maintain common maintenance strategies, templates, and condition-monitoring standards to reduce variability and support factory replication.	- Maintenance and condition-monitoring standards are current, followed, and adopted consistently across sites. - Site-based Maintenance Managers and Automation Engineers are well-directed on reliability priorities and deliver quality maintenance outcomes.

Incumbent:

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Downtime Reduction & Root-Cause Elimination — 20% of role	
Key Responsibilities	Success is demonstrated when:
- Lead root-cause analysis and failure-elimination programmes to reduce unplanned downtime and repeat failures across sites. - Quantify and validate the EBIT/cost impact of reliability initiatives, reconciling to the enterprise EBIT bridge.	- Unplanned downtime attributable to asset failure is reduced and trending down. - Repeat failures are eliminated at root cause, not repeatedly repaired. - Reliability's EBIT/cost contribution reconciles to the enterprise bridge without dispute.
Capital & Technology Roadmap Input — 15% of role	
Key Responsibilities	Success is demonstrated when:
- Provide reliability and asset-health input into the 5-year capital plan, including business case development and stage-gate review for renewal and replacement capital. - Partner with the Head of Automation Engineering on condition-monitoring and predictive-maintenance technology, and with the Head of Process Engineering on process-related failure modes.	- Reliability input into capital business cases is technically robust and delivered on time for stage-gate review. - Condition-monitoring/predictive-maintenance technology and process-related failure work are coordinated with the relevant Heads, not developed in isolation. - The Major Maintenance 5-year plan is managed effectively with Cflow, MEX, sites, and Finance.
Health, Safety, and Wellness — 10% of role	
Key Responsibilities	Success is demonstrated when:
- Lead a healthy and safe work environment for the reliability and maintenance discipline, including asset-related safety risk (e.g. isolation, confined space, rotating equipment). - Ensure compliance with Open Country and Talleys H&S policies, and that contractors comply with company policy.	- Good asset-safety practice (isolation, guarding, confined space) is maintained and demonstrated across sites. - H&S compliance audits are passed with no material findings.
Decision Making Authority	
The job holder is expected to make day to day reliability strategy, maintenance-standard, and coaching within delegated authority to ensure reliability standards, capability, and downtime-reduction initiatives progress effectively across sites. The job holder is required to consult with, or seek approval from, their line manager (or relevant senior leader) where decisions may have a significant financial, legal, safety, or reputational impact, or where matters fall outside normal delegated authority.	
Effective decision making is demonstrated when Day-to-day reliability strategy and maintenance-standard decisions are made without needing sign-off from the GM Engineering & Business Performance for routine matters. Anything with significant capital cost, cross-site standardisation, or safety impact is escalated to the GM Engineering & Business Performance rather than decided unilaterally. Decisions align with organisational policies, values, and the 3&8 strategic direction. Sound judgement is demonstrated, particularly when balancing site-specific needs against enterprise standardisation.	
<i>Formal financial and contractual delegations are set out separately and apply as amended from time to time.</i>	

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Working Relationships	
Internal	External
- GM Engineering & Business Performance - Head of Automation Engineering — condition-monitoring and predictive-maintenance technology integration - Head of Process Engineering — process-related failure modes - Capital Programme Manager— capital project input for renewal/replacement capital - Fleet Manager — mobile-asset reliability parallel - Site Operations Managers — matrix line for site-based Maintenance Managers - Business Process Improvement Lead and Business Improvement Analyst	- Reliability and condition-monitoring consultants and specialist contractors - Equipment and technology vendors - Industry/technical bodies for reliability and asset-management standards - TGL Projects (design & build delivery unit)
Effective working relationships are demonstrated when: - Communication is clear, timely, and constructive. - Roles and responsibilities are understood and respected. - Issues are addressed collaboratively and at the appropriate level. - Stakeholders have confidence in the professionalism and reliability of the incumbent.	

Qualifications, experience and competencies		
	Essential	Desirable
Education & Qualifications	Tertiary qualification in Mechanical, Reliability, Asset Management, or a related Engineering discipline	Postgraduate qualification, CMRP (Certified Maintenance & Reliability Professional), or Chartered Engineer.
Knowledge, Skills and Experience	10+ years' reliability or maintenance engineering experience in manufacturing (dairy or food preferred), including experience leading or mentoring other engineers or maintenance leaders.	- Multi-site or matrix leadership experience. - Experience with RCM/FMEA and condition-monitoring programmes.
Personal Qualities	- Strong technical credibility with engineering and maintenance teams. - Influencing, coaching, and people-leadership skills. - Comfortable operating in a matrix, without direct line authority over Maintenance Managers or Automation Engineers. - Structured problem-solver. - Comfortable balancing standardisation with site-specific needs — desirable.	

Changes to Position Description
This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

Acknowledged / Accepted:

Employee: _____

Date: _____

Manager: _____

Date: _____

Incumbent:

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