



Shift Manager - Technical – Job Description

Position Title	
Based	Ashburton
Reports to	Production Manager (Vegetables or Potatoes)
Direct Reports	Operators, seasonal staff and contractors
Overall Purpose	Provide strong on-shift technical and operational leadership to ensure safe, compliant, and efficient processing and packout operations across vegetables or potatoes. The Shift Manager – Technical is accountable for end-to-end shift performance, including safety, quality, yield, throughput, people leadership, training, and continuous improvement, while acting as the key link between field, production, engineering, quality, and supply chain
Relationships	Internal: Production Manager, Other Shift Managers, Engineering, Quality, Planning, Coldstores, Field, HR, HSW, IT, CI.
	External: Auditors (as required), contractors and service providers (as required), emergency services (as required)
Delegated Authority	As per delegated authority guidelines

Key Accountabilities	
Areas of Responsibility	<ul style="list-style-type: none"> Lead and coordinate all processing and packout activities for the shift to achieve safety, quality, yield, throughput, and plan attainment targets. Ensure full compliance with Health & Safety, Food Safety, GMP, customer specifications, and regulatory requirements. Provide hands-on technical leadership on lines, supporting start-ups, changeovers, troubleshooting, and plant readiness.
Operations & Production Control	<ul style="list-style-type: none"> Execute daily and weekly production plans, adjusting resources and priorities in response to operational issues. Monitor and optimise run rates, yields, waste, downtime, and changeover performance. Coordinate unplanned downtime, washdowns, and planned maintenance in collaboration with Engineering.
People Leadership & Resourcing	<ul style="list-style-type: none"> Provide visible leadership across the shift, fostering a culture of safety, accountability, and continuous improvement. Allocate labour effectively across processing, packout, and support areas to meet operational needs.

	<ul style="list-style-type: none"> • Support performance management, attendance management, and on-shift coaching of crews.
Training & Capability	<ul style="list-style-type: none"> • Ensure all areas are staffed with trained and competent personnel. • Support and execute training plans, including maintaining training matrices and supporting SOP compliance. • Coach operators to build technical depth and leadership capability.
Quality, Food Safety & GMP	<ul style="list-style-type: none"> • Identify and drive on-shift improvement opportunities related to safety, quality, cost, delivery, and people. • Participate in RCAs and implement agreed corrective and preventative actions. • Support standardisation of best practice across shifts.
Communication & Reporting	<ul style="list-style-type: none"> • Lead effective shift handovers and maintain clear communication with adjacent shifts. • Escalate risks and issues appropriately to the Production Manager. • Complete end-of-shift reporting, including production, quality, stock levels, safety, environmental and labour performance.
Overlapping Duties	<ul style="list-style-type: none"> • Provide cover for other Shift Managers as required. • Support engineering, quality, and planning activities during off-hours. • Assist with contractor coordination and site support when required. • Anticipate process or equipment failures and act to prevent unplanned downtime. • Investigate failures and assist Engineering in repairs and improvements. • Monitor activities that can impact the environment and act to prevent any negative outcomes.
Systems and Reporting	<ul style="list-style-type: none"> • Ensure effective use of production and quality systems (e.g. production reporting, maintenance logging, traceability systems). • Ensure issues are logged, tracked, and followed up through agreed systems. • Maintain accurate labour, downtime, stock and performance records for each shift.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Support the implementation of relevant H&S processes. • Ensure teams understand H&S requirements in practice. • Ensure risk management processes and controls are in place. • Support the implementation and continuous improvement of the business's H&S Strategy Plan. • Participate in accident investigations and ensure action points are implemented in a timely manner. • Ensure all notifiable events are recorded, investigated and minimised in a timely manner. • Support the early intervention program. • All team members will understand and engage with the Company Health and Safety H&S Strategy, Plan and HSMS. • Be aware of and comply with the legislative requirements as defined in the HSWA 2015. • Help establish, observe, and comply with safe work practices and equipment. • Be involved in the development and review of procedures for identifying and managing risk/hazards in the business where required. • Accurately report and record any events (notifiable events, injuries, incidents, near misses and discomfort and soreness), including those relating to visitors or contractors in a timely manner in Assura.

	<ul style="list-style-type: none"> • Use and care for safety equipment and clothing correctly and as required and whenever it is provided. • Challenge unsafe behaviour by any workers in the workplace. • Behave in a manner that does not endanger the health and safety yourself or others. • Halt work immediately if it would expose you (or anyone else) to a serious risk. • Prioritise employee wellbeing, ensuring a supportive, balanced and inclusive environment. • Foster a safety-first culture, utilising regular team and toolbox meetings to drive key messages and establish open communication channels.
General	<ul style="list-style-type: none"> • Act as 2IC to the Production Manager when required. • Support site coordination during nights or weekends as rostered, including taking charge of emergency procedures. • Ensure production areas are clean, organised, and audit-ready. • Carry out other reasonable duties as directed by senior management or as required to support site and business objectives. • Act as an ambassador for Season's Best in the community.

Knowledge, Skills and Personal Qualities

Qualifications and/or Experience	<ul style="list-style-type: none"> • Trade qualification and preferably dual trade or sound capability across both electrical and mechanical disciplines. • Experience within a manufacturing environment (5 years minimum). • Experience in food processing is desirable. • Current driver's licence and forklift licence. • Team management experience.
Skills and Knowledge	<ul style="list-style-type: none"> • Strong technical understanding of manufacturing operations • Sound working knowledge of Health & Safety legislation • Understanding of end-to-end production flows and maintenance interfaces. • Knowledge of production planning principles, KPIs, and performance reporting in a 24/7 production environment. • Proven ability to lead and coordinate end-to-end shift operations to meet safety, quality, yield, throughput, and labour targets. • Demonstrated problem-solving capability with a hands-on, practical approach to troubleshooting plant, process, quality, and people issues. • Strong people leadership skills with the ability to coach, develop, and hold team members accountable. • Experience supporting training systems, SOP compliance, competency matrices, and on-the-job capability development. • Clear and confident communicator, able to lead shift handovers, escalate issues appropriately, and work cross-functionally. • Competent with production, quality, and maintenance reporting systems and standard Microsoft tools.
Personal Attributes	<ul style="list-style-type: none"> • Safety-first leader who role-models compliance, care for people, and disciplined execution. • High level of organisation and resilience, with the ability to prioritise effectively in a fast-paced, variable environment.



- Continuous improvement mindset with experience contributing to RCAs and implementing corrective and preventative actions.
- Approachable, respectful, and calm under pressure, with the credibility to lead on the floor.
- Demonstrates Season's Best values through a results-focused, accountable, and collaborative leadership style.

Key Performance Indicators (KPIs)

- Health Safety & Wellbeing
- Process yield
- Production throughput
- Packout percentage
- Plan attainment
- Staff attendance

Performance will be reviewed quarterly against year-to-date (Oct-Sep) targets.

Name		Date	
Signed			