

# JOB DESCRIPTION



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**Job Title:** Line Support Operative ( LSO )

**Location:** Berry Gardens Pack House

## KEY PERFORMANCE AREAS

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- To ensure product is packed as efficiently adhering to customer requirements, within a safe environment. To ensure all packaging, labels are available and to help improve production flow and speed of changeovers. To follow all set procedures, correct data entry within PR3. Understand and influence positive stock control, both physically and within PR3 system. Promote continuous improvement, by positive communication and people management.

## PRINCIPAL RESPONSIBILITIES

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- To offer assistance to the Senior LSO so they can carry out their duties in a more efficient manner, line prep, admin and changeovers. Some paperwork also will need to be completed.
- To help Senior LSO communicate with employees working on their line ensuring everyone is fully aware of what is required from them. This includes quality standards, line efficiency/UPMPP required, hygiene policy and health & safety.
- Ensure all products packed to the standard set meets the specification of the customer. This includes product quality, labelling, product temperature and product weight.
- To liaise with the Senior LSO on quality issues and where required escalate to management.
- To communicate with the Senior LSO on all the issues on packing line includes labelling, quality and efficiency.
- Adhere to the clean as you go policy by ensuring your working area is kept clean and tidy at all times.
- To help manage labour resources (both BG and agency) to enable performance standards to be achieved and exceeded.
- Work on the production line to encourage and motivate team members to meet their potential.
- Ensure technical and legislative requirements are fulfilled during the production process.
- Cooperate with the Senior LSO to achieve best result on efficiency with changeovers.

## PERSON SPECIFICATION

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1. Evidence of extensive experience working in a comparable role, preferably within the soft fruit industry.
2. First class supervisory skills. Willing to train to high NEBS/ILM standards.
3. Able to build in depth knowledge of product quality characteristics and customer specifications to be quality and customer focused.
4. Disciplined in running clean / hygienic lines to produce safe product.
5. Attention to detail in all aspects of the role and meticulous in record keeping and at following technical procedures.
6. Sound numeracy and literacy skills to enable accurate generation and interpretation
7. Positive attitude to quality management and food safety
8. Proven ability to operate to tight deadlines
9. Well-developed personal and written communication skills. The ability to communicate effectively both internally and externally.
10. Very good interpersonal skills. The ability to work with people and understands their concerns motives and feelings. Shows an interest in the work of others and values their contribution.
11. Ability to delegate effectively and to follow-up as appropriate. Provides clear direction and leadership and able to motivate, coach and manage poor performance as required.
12. Ability to work as part of a team with colleagues across professional, operational and cultural boundaries.
13. Proactive approach and prompt responses to all service requests
14. Good time management and organisational skills with the ability to handle a number of tasks at once and meeting deadlines as required.
15. Self-motivated and able to deal with the pressures and frustrations of a production environment in a calm and controlled manor.
16. Demonstrate a high work ethic and commitment to the company. Shows integrity and demonstrates adaptability and flexibility.
17. An awareness of and sensitivity to the needs of internal and external customers, together with an understanding of where their role fits into the supply chain.
18. Very good organisational skills
19. Effective planner and organiser – proactive thinker.

## CORE BEHAVIOURS

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- DYNAMIC – Wants to challenge and to change practices for the better
- CAN DO – Meets every challenge / obstacle in a positive way. Treats such times as personal development opportunities
- SOLVE – Upbeat and ready to offer solutions to problems to work on themselves or with others. Doesn't just wait for others to come to their rescue.
- PRIDE – Takes pride in a professional approach in the standard of work that they produce. Respects and wants to build on a good BG name
- QUESTION – Always asking "is this the best way". Prepared to question those around them and wave a flag if things aren't right.
- TEAM PLAYER – Openly communicates and builds relationships with other team members and departments. Happy to collectively resolve issues.

## KEY RELATIONSHIPS

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1. Production managers and supervisors
2. QA team
3. Warehouse team
4. Product allocation team
5. Production admin team