

# Assistant Production Manager - 1



Manufacturing

Reports to	Production Manager
Location	Various

Krispy Kreme values our customers above everything else. We need people who strive to Connect People with Moments of Happiness by ensuring they get great products and service every time.

Assistant Managers support the Production Manager and inspire the team and consistently meet and exceed their performance standards. provide the best quality doughnuts possible.

Assistant Managers coach and mentor their team to create a fun and authentic workplace focused on delivering delicious doughnuts while ensuring the Site continues to operate to its best when they are absent.

Assistant Managers lead by example and manage their Site 'as if it was your own business'.

We love having a friendly, fun and professional working environment. Working for Krispy Kreme means being part of something special. It means being a key part of our success.

## Success

You and Krispy Kreme will know you are successful in your role when:

- o Your Site complies with Krispy Kreme systems and processes for WHS and food safety.
- o Your Site meets or exceeds all performance targets within budget.
- o Your Site meets or exceed Krispy Kreme standards with respect to product quality, operational standards.
- o Your Site meets and exceeds Krispy Kreme standards, internal & external operations & safety audits.
- o All feedback from your Manufacturing Manager, Customers, and Business Partners is actioned in an effective & timely manner.
- o Your team is made up of competent, committed and engaged Team Members delivering the outcomes required to drive and develop the business.
- o The teams in your Site are all positive and work well together.
- o The Krispy Kreme vision and values are clearly demonstrated in all the activities of the Team Members in your Site.

## Tasks

Every day at Krispy Kreme presents different challenges and while you will need to be flexible and adaptable to meet them all, there are some tasks that will form the backbone of your role:

- o Maintaining a safe and healthy workplace at all times and proactively eliminating and managing potential safety issues.
- o Actively supporting the Production Manager to control the Site budget and expenses.
- o Ensuring shift metrics and KPI targets are met.
- o Creating rosters in line with business need and in line with Site labour budget.
- o Acknowledging and responding to others' ideas, experience and opinions
- o Coordinating Site maintenance issues with the Production Manager and ensuring resolution.
- o Providing meaningful feedback to stakeholders on the quality of product and services provided to your Site.
- o Addressing issues with Team Members as they arise throughout the day, including providing feedback.
- o Holding Team and one-on-one briefings with your Team at appropriate times.
- o Working with your team to meet manufacturing targets and maintain quality while also improving operational excellence & the Customer experience.
- o Identifying creative ways to grow and maximise your Site's performance and improve systems & processes.
- o Communicating company and Site policies, processes and systems to your team and ensuring compliance with them.
- o Building and sustaining a cooperative and supportive team environment
- o Contributing to Krispy Kreme through providing feedback and insights into best practice.
- o Recruiting and retaining the right people in line with the business needs of your Site.

## Qualifications

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<b>Education</b>	<ul style="list-style-type: none"> <li>• There are no qualifications required for this role.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 3 years experience in food handling or manufacturing</li> <li>• Minimum 2 years experience as a Supervisor or Team Leader in a relevant industry</li> <li>• Demonstrated consistent delivery of high-level Manufacturing standards</li> <li>• An understanding of the importance of WHS in the workplace</li> </ul>

## Knowledge, skills and abilities

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We believe in hiring for cultural fit and training for skills, however there are some things we need from you:

- o A demonstrated ability to manage a high quality, customer service focused, outcome driven, small to medium business.
- o A practical understanding of budgeting, forecasting, labour, and materials management
- o A comprehensive understanding of the requirements of superior Customer Service
- o Integrity and a commitment to ethical operations.
- o The ability to lead and motivate others to achieve the best outcomes for themselves, their team and Krispy Kreme.
- o An understanding of training processes and how to effectively train others in the workplace.

- Confidence, passion and enthusiasm about the customer experience and the Krispy Kreme Brand.
- The ability to demonstrate leadership in WHS in the workplace.
- An in-depth understanding of Krispy Kreme product standards
- Understanding of conflict management and issue resolution
- A positive attitude, self-motivated & able to work autonomously.
- The ability to solve problems and seek assistance when required.

## Our Values

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We work in a fast moving and dynamic industry. For us to be successful – both as individuals and as a team – we work with our Values in mind.

Our Values ensure we all contribute to our overall success and culture of Krispy Kreme in a positive and impactful way.

Our Values describe how we behave and interact with each other. They talk about the way we hold ourselves accountable. To put it simply it's How We Do Things.

### **Make it Great**

If we want something to be great, we don't sit still. We keep moving and improving and never give up looking for ways to make good 'great'.

### **Make it Count**

Everything we do counts. Every moment, action, relationship, conversation. It's how we deliver great experiences (and delicious doughnuts) every time.

### **Make it with Heart**

Our success comes from being open, honest and totally ourselves at work. Whatever we're making, we make it together. With pride, passion and heart.