

# SAMPLE POSITION CONTRACT

**Position Title:** Head of Operations

**Reports To:** Head of Company

## Position Summary:

The Head of Operations is accountable for the output of goods and services the company provides to its customers. The Head of Operations is accountable for the production staff, equipment, quality and efficiency of day to day operations.

## Position Details:

Key Accountabilities	Indicators of Effectiveness
Efficiency	<ul style="list-style-type: none"> <li>Gross Margin Targets are achieved</li> </ul>
Production Staff Morale	<ul style="list-style-type: none"> <li>Turnover is maintained at adequate levels (<math>\leq</math> defined yearly targets)</li> <li>People are genuinely happy and enjoy their working environment as measured by employee engagement efforts</li> </ul>
Quality	<ul style="list-style-type: none"> <li>Happy customers who are willing to pay their bills.</li> <li>Repeat customers</li> </ul>
Training and Development	<ul style="list-style-type: none"> <li>Each role has redundancy built in through cross training. Individuals have a development plan in place to help them grow and they have available resources to fulfil the plan</li> </ul>
Operating Cash Flow	<ul style="list-style-type: none"> <li>Delivery schedules are achieved per indicated targets as outlined in quarterly plan, so invoicing can happen</li> <li>See notes under 'Quality'</li> </ul>
Safety	<ul style="list-style-type: none"> <li>All safety policies are adhered to</li> <li>All staff are aware of their duties in relation to a safe working environment and demonstrate those duties consistent with H&amp;S expectations</li> <li>Actively work to achieve an ongoing zero-incident safety record</li> </ul>
Equipment planning, maintenance and purchasing	<ul style="list-style-type: none"> <li>Existing equipment is maintained in accordance with schedules. Downtime minimized.</li> <li>Remain aware of equipment needs and have plans in place to accommodate our growth and maintenance needs through accurate life-cycling of equipment</li> </ul>

## Necessary Skills and Attributes:

Skills and Attributes	Details
Degree or combined education and experience	8-10 years' experience relevant to the duties of the position
Strong planning skills	Has the ability to plan and manage many moving parts to produce effective and efficient output
Strong communication skills	Others are very clear on expectations and all parties are kept in the loop
Strong interpersonal skills	Can help others to work to their potential. Skilled at developing teams and generating a synergy within them
Looks for the efficient way to produce	Always doing more with less
Quality oriented	Continuous Improvement in the quality of output to the customer
Safety oriented	Has the wellbeing of the workforce top of mind while achieving high-output results

## Key Relationships:

### Within the Company:

- Sales
- HR
- Finance

### External to the Company:

- Suppliers
- External Delivery Services
- Staffing Agencies

## Authorisation:

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*Name*                      *Position Title*                      *Signature*                      *Date* / /

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