



JOB DESCRIPTION

JOB TITLE: Operations Training Specialist
REPORTS TO: Operations Vice President
Location: Hilbert

COMPANY BACKGROUND

Ornua is Ireland's largest exporter of Irish dairy exporting to over 110 countries with annualised sales of over €2 billion.

Operating from 19 subsidiaries worldwide and employing over 2,300 staff, Ornua has sales and marketing teams working in-market across all four corners of the globe from Algiers to Beijing to Lagos and LA.

The business is structured across two core platforms: Ornua Foods and Ornua Ingredients. Ornua Foods owns the iconic Kerrygold brand.

Ornua Ingredients supplies superior quality dairy ingredients to leading global food manufacturers from some of the world's most technically advanced manufacturing and prepacking facilities located in the United States and around the world.

Ornua Ingredients North American (OINA) headquartered in Hilbert, Wisconsin, provides functional cheese solutions for US food ingredients and foodservice customers, this business has seen significant growth in its business volumes and profits over the last number of years. The business consists of two manufacturing facilities, Hilbert Wisconsin and Byron Minnesota.

Ornua Ingredients North America custom formulates and manufactures a complete line of pasteurized process cheese products.

At Ornua, we Grow Together by investing in the development of our people and providing great people leadership for all. We Achieve Together through valuing collaboration, innovation and diversity and by empowering our people to make decisions. We Belong Together by staying true to our co-operative roots, valuing each other's individual differences and remaining humble in our interactions with each other and our customers.

We want to find people that understand and work with heart, with thought with vision, with drive – Ornua's core values.

ROLE PURPOSE:

To lead the operative education program and provide hands-on training and support to ensure operators are competent and skilled in the delivery of standardised working practices and enable improved line performance, quality, consistency and accuracy across production.

KEY AREAS OF RESPONSIBILITY:

- Monitor the budget for external training to ensure it meets the forecast and delivers required training requirements.
- Assist Continuous Improvement Lead in business projects and change initiatives to inspire action and drive operational excellence across operations
- Create and maintain SOPs for all new and existing equipment, ensuring all information is up to date and appropriate training is delivered to ensure operators are competent and safe at all times.
- Work with Health & Safety to support delivery of safe systems of work procedures and one-to-one training to minimise individual and business risk in line with regulatory requirements.
- Adopt an ethos of "safety first"(and encourage others to do the same), taking responsibility for Health & Safety performance and reporting, ensuring risks and issues are actioned immediately in line with Health & Safety regulations.
- Design, coordinate and deliver operational training, including one-to-one support to meet SOP, Food Safety and H&S requirements, ensuring staff have the knowledge and capability to be effective in their roles.
- Coordinate, deliver and monitor first day induction training, to ensure new starters receive an engaging, informative and aligned orientation to the business, their roles and regulatory requirements.
- Work with managers, controllers and supervisors to identify skills/competence training needs, along with talent and potential, to establish a training/development schedule that will deliver aligned and timely skills development and longer term development programmes.
- Maintain, update and monitor staff skills and competence records to ensure information is up to date, proactively identifying refresher training and skills gaps.
- Lead the design and delivery of training programs aligned with the Operations grading structure.
- Source external training to support to ensure competence, skills and development objectives are achieved in line with prescribed timescales, and within the budget forecast.
- Deliver one to one training and development across the functions to maintain and update capability and competence in line with safety, quality and production requirements.

KEY QUALIFICATIONS

- Bachelor's Degree in a related field.
- Experience coaching employees and conducting On-the-Job Training.
- Train the Trainer qualification
- Prior training experience.
- Minimum of 1 to 2 years of experience providing instructor led (classroom) training
- Minimum of 2 years of manufacturing experience, with preference in the Cheese or Dairy manufacturing industry
- Strong skills in Excel and Powerpoint
- Strong written and verbal communication skills

KEY REQUIREMENTS

- Conduct training needs analysis with Operations, Quality, Employee Health & Safety and the Customer.
- Familiarization with training systems such as Alchemy, Poka or other similar on-the-floor training, knowledge building, and communication systems
- Good understanding of CI philosophies
- Experience of assessing training needs, designing and delivering training
- Experience of working within a FMCG/food production environment
- Good working knowledge of food production associated processes and capabilities
- Strong project management skills
- Self-starter and self-motivated with ability to work on their own initiatives
- Strong and effective communicator (including cross functionally)
- Structured, pragmatic, organised and methodical in work approach
- Flexible, resilient, persistent
- Resourceful
- Strong team player
- Ability to travel between OINA manufacturing locations

KEY COMPETENCIES

- **WORKING TOGETHER:** experienced
- **COMMUNICATIVE:** experienced
- **FORWARD LOOKING:** experienced
- **OWNERSHIP:** experienced