

DECOPOT JOB DESCRIPTION

Business:	Decopot Limited
Name of Role Holder:	
Job Title:	Ceramic Technician / Technical Manager
Report to:	Paul Pepworth, CEO & Owner

Key Purpose of the Role

Established in 1994, Decopot is one of NZ's largest ceramic manufacturers, servicing the needs of potters and studios nationwide as well as supplying artisan tableware to high end restaurants and hotels internationally. We're growing quickly and we are now searching for a Ceramic Technician to join our team.

The Ceramic Technician reports to the business owner and carries out an active role in this pottery manufacturing business. This role will provide continuous improvement to technical performance, factory yield, plant functionality and process execution. The role holder will be responsible for day to day management of and running of the production arm of the business, while engaging in a process of continuous improvement. Your knowledge and experience along with your enthusiasm and ambition, will contribute to the care of our customers, our team, our brands and will drive the company's success.

We are looking for someone to nurture this business as their own, always cognizant of risks, while looking for opportunities to drive our business to long term ongoing success.

Key Role Objectives & Responsibilities

Technical Performance

- Ensure product quality by setting and maintaining robust technical review of products and their contributing materials
 - Manage production, batch testing and compliance for clay bodies, glazes, underglazes and finished tableware.
 - Review and respond to product performance issues, making product modifications and enhancements as applicable
 - Drive new product innovation and development
 - Source and test new raw materials on receipt

Process Execution & Yield Optimisation

- Active participation in the development of glazing techniques, application, consistency and yield management
- Provide workflow support to the production team
- Drive factory throughput and optimisation to improve business turnover and profitability
- Schedule production in conjunction with the sales team to ensure timely delivery of orders and maintain high customer satisfaction
- Optimise inventory and work in progress through improved workflow to reduce inventory holding costs

Plant Functionality

- Plan and execute a schedule of routine maintenance
- Complete urgent maintenance as required

Customer Engagement

- Provide product knowledge, trouble shooting and support to customers
- Support the admin team and cover as necessary
- Support the development of new business opportunities as required

People

- Set performance and development objectives for employees and coach and manage performance against these
- Manage performance of poor performing employees and if unresolved support transition plan
- Deliver a formal performance and development discussion to all individual employees each year, at least annually
- Drive down non-productive hours

Health & Safety

- Co-manage the H&S process
- Lead by example demonstrating best practice H&S practices

Business Development

- Supporting the implementation of the Decopot and Temuka Pottery business strategy, translating into operational activity
- Participate in strategic decision making

Other

- Deliver any other reasonable requests from Management in the development of business opportunities for Decopot and Temuka Pottery

Key Skills & Experiences

- 5 or more years in the field of ceramics with supervisory or management experience
- Strong ceramic technical skills. Specifically, experience in monitoring, managing and adjusting body and glaze performance consistent with industrial tableware
- Good commercial acumen with experience managing budgets to maximise performance delivery
- Strong project management skills
- Proficient in windows applications including Microsoft Office suite
- Excellent oral and written communication skills in English
- Excellent stakeholder management skills with ability to develop and sustain strong working relationships internally and externally
- Action orientated and results driven
- Takes on challenges

Key Measures

What are the measures that will help me and my manager know how I am doing?

Achievement of the following metrics against pre-set targets:

- Zero Serious Safety related incidents.
- Process completions for non-serious incidents
- Reduce inventory costs
- Reduce manufacturing cost
- Reduction or static inventory as a value ratio of turnover
- Reduction in labour cost as value ratio of turnover
- Improve first-grade production yields

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