



Job Title: Process Operations Manager

Unit/School: ZERO2FIVE Food Industry Centre
Cardiff School of Sport and Health Sciences

Grade: 8A/B

HERA: CSHS122

Core purpose of role

Responsible for the effective management of ZERO2FIVE's facilities and equipment to ensure 'best in class' facilities are maintained for our technical and innovation consultancy service to the food manufacturing sector in Wales and United Kingdom. This role will lead on compliance with legislation and university procedures with regards to hygiene, food safety and health and safety requirements maximising the use of the facilities and equipment.

Key responsibilities and contributions

1. Provide operational management of the production, kitchen, and testing facilities and to manage the development of users of the Food Industry Centre facilities. This will involve working closely with the NPD, Bakery and Waste reduction teams to develop and maintain the facilities and equipment to a standard that reflects industry best practice.
2. Manage Health & Safety compliance across the centre, ensuring risk assessments, SOPs, and user documentation are current and effectively implemented for all facility users, including ZERO2FIVE and academic teams and representing the centre at School and Campus Health & Safety forums, providing updates and leading on compliance with institutional requirements.
3. Audit equipment registers, asset records, equipment issue and control processes, planned preventative maintenance (PPM) programmes and test equipment calibration schedules ensuring associated records are maintained.
4. Manage contractor and visitor controls, ensuring compliance with Food Safety and Health & Safety standards.
5. Develop and manage specialist technical expertise, managing and assisting with projects both at campus and at client premises including presence at factory production trials and validation activities maximising the effective use of centre facilities and equipment.
6. Support New Product Development (NPD) activities by providing operational expertise and process-specific guidance.
7. Develop inductions and training for all facility users (including students), maintaining appropriate competency and training records.



8. Develop routine regularity checks covering hygiene, labelling, temperature monitoring, GMP, and general operational standards.
9. Manage and lead capital equipment procurement, installation, lifecycle management, and continuous improvement activities to support strategic objectives and client needs.
10. Collaborate with ZERO2FIVE colleagues, academic staff, and external stakeholders to support research, consultancy, funded programmes, and teaching activities.
11. Support recruitment, selection, and development of technical staff in accordance with Cardiff Metropolitan University policies.
12. Deputise for fellow senior technical colleagues and the Technical Director (in relevant areas) when required and undertake additional duties appropriate to the role, skills, and grade.

Person specification

Essential qualifications / Professional memberships

- Degree in appropriate, relevant science discipline (2:2 or above) (e.g. Food Science, Food Technology, Engineering) or equivalent experience.
- Level 3 Food Safety Management and HACCP or equivalent experience.
- Health and Safety qualifications such as NEBOSH, IOSH or equivalent experience.
- Current UK driving license.

Essential experience, knowledge and skills

1. Significant track history of senior management experience within food manufacturing operations and/or engineering across at least 3 product categories and processing environments and including high care / high risk operations.
2. Experience of operating within the UK retail supply chain.
3. Strong knowledge of Health & Safety, GMP and GHP standards, with a proven management of risk in relation to food safety and health and safety and a sound understanding of food safety and health and safety risk management principles.
4. Experience in implementing, installing and commissioning, safe and legal processes and equipment and operating within a diverse manufacturing workforce.
5. Practical and hands-on engineering / equipment management experience.
6. Demonstrable experience establishing, implementing and managing Planned Preventive Maintenance (PPM) programmes.
7. Skilled in preparing clear, accurate risk assessments, SOPs, operational procedures and reports.
8. Proven ability to deliver training and communicate technical/health and safety information effectively to employees at all levels.
9. Ability to manage in a business environment, e.g. control of budgets, management of contractors, project and team management.
10. Effective at building relationships and working collaboratively with diverse, multicultural teams and stakeholders.
11. Ability to motivate and manage team members and possess the skills to effect operational culture change within organisations



12. Excellent communication and interpersonal skills, with the ability to engage confidently across operational, academic and external stakeholder groups.
13. Communicate effectively at all levels in a range of environments e.g. factory, academia, external stakeholders / contractors and the ability to develop working relationships.
14. This post may require travel to attend meetings and present at conferences, trade shows and exhibitions nationally and internationally as well as travel to client premises as and when required.

Desirable

1. Internal auditor training.
2. Train the trainer (or equivalent).
3. Project management qualification e.g. Prince 2.
4. Ability to relate to a variety of professionals, stakeholders including Government officials, and food manufacturing personnel in a multi-cultural environment.



Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.



Food Industry Centre
Cardiff Metropolitan University

ZERO²FIVE

Canolfan Diwydiant Bwyd
Prifysgol Metropolitan Caerdydd