

Overview

This standard is about the skills and knowledge of operations management and people management in the UK milling industry. It covers responsibilities, maintenance, projects, distribution, environment, health and safety and liability management. It also covers people management in milling.

Developing and managing a team successfully is important to achieving productivity levels, maintaining compliance to regulatory and organisational requirements and ensuring quality within a specific area or project within a food business.

You will need the skills and knowledge to manage a team, communicate to the team and support the development of the team members. You will also need the skills and knowledge to develop individual team members to ensure the team is capable of carrying out the food business project or plans to and above the requirements of the food business.

This standard is for you if you require a broad knowledge and understanding of operations management and people management in milling.

Performance criteria

You must be able to:

Prepare to develop a team

1. determine the scope and purpose of the team's responsibility within an area or project in a milling business
2. communicate to relevant people the purpose of the team and its importance to the objectives and plans of the milling business
3. identify the members of your team, their expertise, knowledge, skills and attitudes
4. check the team understands its role in maintaining productivity, quality, compliance or other area of the milling business
5. agree with the team the behaviours and actions that will support and hinder work of the team

Develop a team

6. allocate work according to the expertise, knowledge and skills of the team members
7. communicate, on an on-going basis, the specific targets and plans relating to the work of the team
8. communicate to the team members and other relevant people any reports relating to the productivity, quality and compliance requirements of the work of the team
9. determine the development and training needs of the team to meet industry requirements
10. encourage the team to get to know and understand other team members strengths, weaknesses and build mutual respect and trust
11. provide feedback to team members and encourage feedback from team members to yourself

Manage the team

12. allow members of the team to understand their own and other's specific contribution to the team, encouraging mutual support when needed
13. review the progress of the team against organisational or project plans and provide feedback to the team and other relevant people on this progress
14. encourage discussion and feedback to resolve problems
15. support new team members and encourage existing team

members to engage and support them in carrying out objectives and plans

Knowledge and understanding

You need to know and understand:

1. what the key responsibilities are of operations management in milling
2. why a planned maintenance strategy is important and its key components
3. the objectives of a development project and what they can deliver
4. how the purchasing of equipment can be controlled
5. what the functions of distribution management are
6. what the main elements are of an effective environmental management system
7. responsibilities for millers within environmental protection regulations and packaging waste regulations
8. the impact of the climate change levy and pollution prevention and control regulations
9. the objectives of health and safety at work management
10. how a health and safety management system is structured and operates
11. what the arrangements are for controlling fire risks in milling
12. the importance and role of fire insurance in milling
13. the importance of employers' and public liability insurance
14. the organisation and management of people in milling operations
15. the role of milling management and frontline people managers
16. what contracts of employment are
17. what the key rights and responsibilities of employees are
18. how performance of people can be monitored and reviewed
19. the importance and impact of effective training for succession planning and resourcing

Control operations and people management in milling

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