



TOGETHER
BETTER
BEST



WineWorks Ltd

Position Description for Night Shift Production Manager

Location	Marlborough
Department:	Production
Reports to:	Production Operations Manager
Date of Issue:	August 2026
Working Relationships	
Internal:	Production Team Leaders and Teams, Lab & Cellar Team, Warehouse & Distribution Team, Planning, Compliance/Quality, Admin, HR
External:	Clients and Suppliers
Authority	
Spending:	\$ As Approved by the Operations Manager
Staffing:	Up to 8 Direct Reports

Our Culture

We aspire to a culture where the following values shape our behaviour:



Our clients are our life blood. We know that they are why we are here. We work in a flexible and responsive manner to support their operations and meet their individual needs.



We do what we say and we're reliable. We take complete ownership of the process and the tasks that are asked of us. We are committed to go about our job in a straight up way.



Passion and pride run deep throughout our organisation. We care for the growth of our colleagues and clients, the safety of our workmates and the environment in which we live.



We're one big team who embrace difference and respect each other regardless of job title. We emphasise the value that comes from working together with one focus.



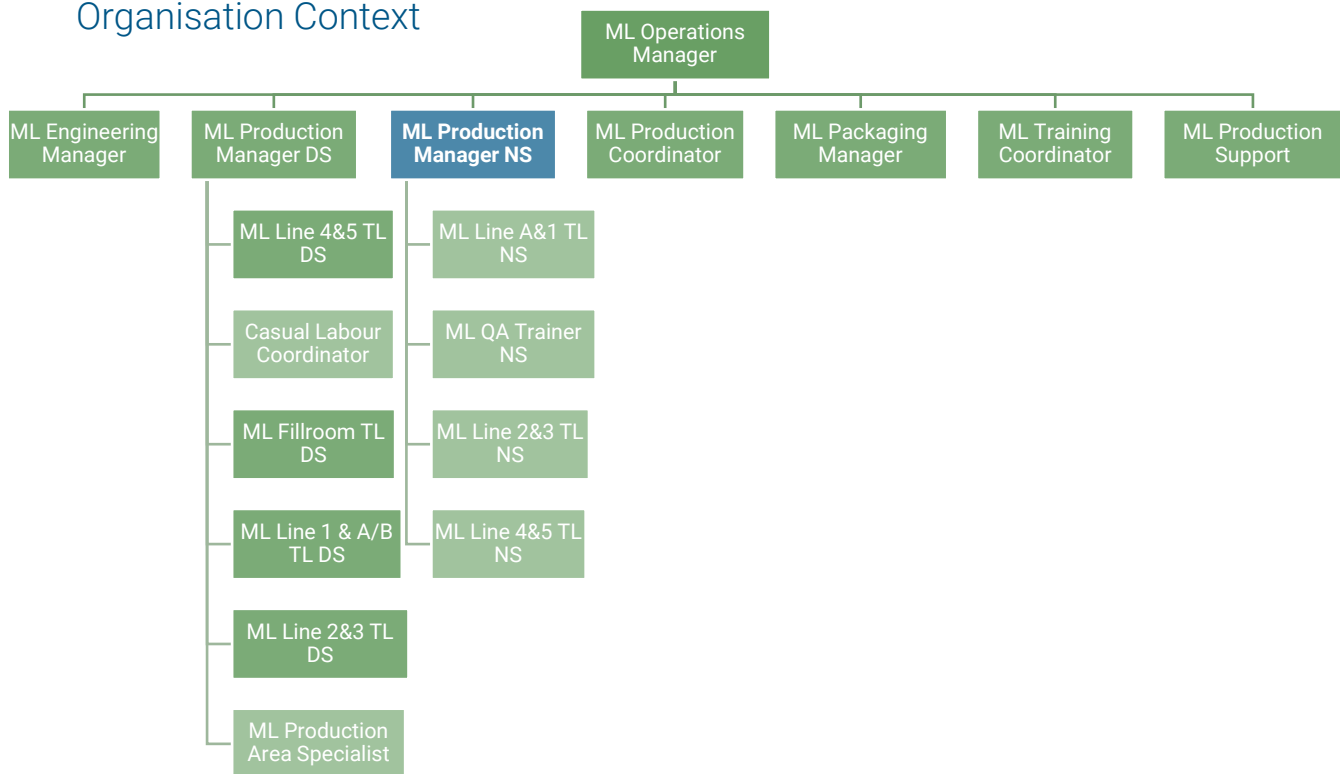
We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards.



We love to find solutions and believe there's always a better way to do things. It is this spirit that built the business and will take it to the future.



Organisation Context



Role Purpose

To provide effective leadership, direction, and support to Production Team Leaders and the wider night shift production team, fostering a culture of safety, accountability, continuous improvement, and high performance. The Night Shift Production Manager is responsible for ensuring the efficient operation of all night shift bottling and packaging activities, achieving production targets while maintaining the required standards of quality, food safety, regulatory compliance, and operational excellence.

The position plays a critical role in creating a positive and productive workplace environment, promoting company values, supporting continuous improvement initiatives, and ensuring all employees operate safely and effectively within a fast-paced wine bottling manufacturing environment.

KEY TASK	EXPECTATIONS
Nurtures our Culture	— Champions our culture, promotes & role models the values and behaviours at every opportunity. — Ensures that all work is undertaken ethically, safely, sustainably and with a quality focus. — Ensures that their team is adequately trained, resourced and supported to do so. — Promotes health, safety, sustainability & quality initiatives and seeks continuous improvement. — Ensures their team follows relevant legislation and certifications, such as BRCGS, so as to meet legal and client requirements. — Champions and assists in projects to reduce our impact on the environment. — Is familiar with all relevant policies and procedures that support our Culture and compliance, understanding their roles and responsibilities that are described by these documents.



Recruitment & Induction

- Participate in the recruitment and selection process for new employees joining the production team, ensuring candidates align with the organisation's values, culture, and operational requirements.
- Complete the induction process and all associated documentation, ensuring new employees are effectively onboarded and equipped for success.
- Ensure there is a training plan prior to start date and follow with regular feedback to ensure understanding and timely progress is achieved.
- Provide regular coaching, feedback, and support throughout the onboarding period to ensure understanding, capability development, and timely progress.
- Conduct and document 30, 60, and 90-day review meetings with new employees, assessing performance, training progress, engagement, and overall integration into the team, while identifying and addressing any development needs.

Manage Performance

- Conduct high-quality QR's with each direct report every quarter. Reviews must be completed by the employee's direct manager and documented using the approved QR form, with completed documentation shared and discussed with the employee.
 - Ensure Production Team Leaders complete high-quality QR's for their team members in accordance with company expectations, providing coaching and guidance where required to maintain consistency and effectiveness.
 - Monitor the completion, consistency, and quality of QR's across the night shift operation, providing guidance and support to Team Leaders where required.
 - Provide regular feedback, coaching, and mentoring to support employee performance, capability development, engagement, and career growth, while recognising achievements and addressing areas for improvement.
 - Identify development opportunities and implement appropriate training and support to help employees meet performance expectations and achieve their potential.
 - Manage performance concerns, disciplinary matters, and misconduct in accordance with company policies and procedures.
 - Recommend pay reviews, recognition, and reward opportunities based on individual performance, contribution, and demonstrated behaviours.
 - Maintain accurate and up-to-date Performance and People Management (PPM) information, ensuring it is regularly reviewed and discussed with the Production Operations Manager.
 - Develop and implement succession, development, and performance improvement plans using the PPM framework to support talent development, retention, and performance outcomes across the team.
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Ensure Delivery to Expectation

- Lead and facilitate toolbox/haka meetings, shift handovers, and team meetings, ensuring key safety, quality, operational, and business updates are effectively communicated and understood.
- Make informed operational decisions by balancing quality, safety, customer requirements, and cost considerations, ensuring risks are managed and company standards are maintained.
- Communicate relevant information, objectives, and priorities to Production Team Leaders and team members to support effective decision-making and operational performance.
- Plan, prioritise, and delegate work effectively to ensure production schedules, quality standards, and operational targets are achieved.
- Ensure team members clearly understand their responsibilities, performance expectations, and safety obligations.
- Monitor operational activities and undertake regular audits, inspections, and verification checks to ensure compliance with quality, food safety, health and safety, and company requirements.
- Support the development, review, and continuous improvement of SOPs, work instructions, and best practice processes to drive consistency, efficiency, and operational excellence.
- Foster a culture of accountability, teamwork, and continuous improvement by encouraging employee involvement in problem-solving and process improvement initiatives.

Reporting & Documentation

- Report and escalate operational, quality, safety, people, and performance issues to the Production Operations Manager in a timely manner, ensuring risks and impacts are clearly communicated.
- Monitor and manage NCRs, ensuring investigations, corrective actions, follow-up activities, and team communications are completed accurately and within required timeframes.
- Prepare and distribute a comprehensive night shift handover report, clearly communicating production results, key issues, corrective actions, maintenance requirements, and quality concerns to support business continuity.
- Maintain accurate production, quality, labour, and performance records, ensuring all required documentation is completed and retained in accordance with company, quality, food safety, and regulatory requirements.
- Monitor, analyse, and report on KPI's, identifying trends, risks, and opportunities for improvement, and providing recommendations to support operational decision-making and continuous improvement.
- Ensure effective shift-to-shift and cross-functional communication to support alignment, accountability, and the achievement of operational objectives.

Deliver Effective Training

- Ensure the night shift has sufficient competent and trained team members to safely and effectively meet operational requirements.
 - Oversee the induction and onboarding process for new employees, ensuring all training requirements are completed, documented, and supported by structured training plans.
 - Ensure effective on-the-job training, coaching, and cross-training is provided to build capability, workforce flexibility, and operational resilience.
 - Ensure Team Leaders and designated trainers are competent and consistently deliver training in accordance with approved SOPs and work instructions.
 - Verify employee competency through appropriate assessments, ensuring role-specific training, competency sign-offs, refresher training, and records are completed and maintained within required timeframes.
 - Identify training and capability gaps and implement development plans to support individual growth, team performance, and succession requirements.
 - Promote a culture of continuous learning and development across the production team.
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Workforce Planning & Administration

- Approve employee timesheets and ensure hours worked are accurately recorded and authorised in accordance with company procedures.
- Review and approve leave requests, balancing employee needs with operational requirements and resource availability.
- Develop, maintain, and manage daily and weekly production rosters to ensure adequate staffing levels and operational efficiency.
- Coordinate night shift meals ensuring orders are placed and the team receive the meals they have requested.
- Review and approve purchase requisitions within delegated authority, ensuring expenditure is justified, cost-effective, and aligned with operational requirements and budgets.
- Monitor labour utilisation and staffing requirements, making adjustments as necessary to support production targets and business needs.

Management Team

- Build and maintain effective working relationships with members of the management team and key stakeholders across the business, fostering collaboration and alignment.
- Contribute to the resolution of operational, quality, safety, and performance issues through collaborative problem-solving and continuous improvement initiatives.
- Actively participate in production and cross-functional meetings, representing the production function professionally while contributing ideas, recommendations, and solutions that support business performance.
- Contribute to the development and execution of production strategies and operational plans that support organisational objectives.
- Monitor, analyse, and report on key operational KPIs and performance trends, providing insights and recommendations to support informed decision-making.
- Promote a culture of accountability, teamwork, and continuous improvement across the wider business.

Support Systems

- Act as the primary point of contact for operational communications relating to the bottling floor, ensuring effective communication with internal stakeholders and customers where required.
- Ensure bottling operations are conducted safely, efficiently, and in compliance with company, quality, food safety, and customer requirements.
- Lead and support a culture of safety, quality, accountability, and continuous improvement, ensuring policies, procedures, SOPs, and operational controls are consistently followed.
- Champion the identification, investigation, and resolution of operational issues, downtime, bottlenecks, and performance barriers. Analyse downtime data and trends, identify root causes, and provide recommendations on solutions, costs, and corrective actions to improve operational performance.
- Develop and implement plans and corrective actions to achieve production targets, budget expectations, and agreed Key Performance Indicators (KPIs).
- Ensure production schedules are achieved and communicate any changes, issues, or risks to relevant stakeholders in a timely manner.
- Lead investigations into health and safety, quality, customer, and operational incidents, ensuring corrective actions are implemented and closed out within agreed timeframes.
- Conduct and support internal and external audits, inspections, and compliance activities, ensuring audit requirements are met and any findings or corrective actions are addressed promptly.
- Ensure customer enquiries, feedback, complaints, and operational issues are resolved in a timely and professional manner, escalating and communicating impacts to customer commitments where required.



P&L Management	– Monitor departmental financial performance against budget, identifying variances and trends that may impact operational results. – Investigate, report on, and implement corrective actions for budget and cost variances in collaboration with relevant stakeholders. – Drive cost control initiatives through effective management of labour, materials, waste, downtime, and operational efficiency. – Review and approve invoices and expenditure within delegated authority, ensuring costs are accurate, justified, and aligned with budget expectations. – Provide financial and operational information as required to support budget management, forecasting, and business decision-making.
Client Relationship Management	– Build and maintain effective relationships with internal and external customers, ensuring confidentiality, professionalism, and discretion are maintained at all times. – Act as a key operational contact for customers as required, responding to enquiries, concerns, and issues in a timely and professional manner. – Work collaboratively with the Quality Team and other stakeholders to ensure customer requirements are understood, met, and customer satisfaction is maintained. – Ensure customer complaints, CRM actions, and service issues are investigated, addressed, and resolved within agreed timeframes. – Attend customer review meetings as required, providing operational input and communicating outcomes and actions to relevant stakeholders. – Assist in identifying, analysing, and implementing process improvements across both day and night shift operations, using customer feedback, complaints, operational performance data, and team input to drive continuous improvement and enhance customer outcomes. – Maintain relevant industry knowledge and professional networks to support operational and customer service excellence.
Personal Development	– Ensure you remain contemporary in terms of your technical and industry knowledge and capability through research, reading and relevant training and development opportunities. – Maintain a broad business and commercial perspective. – Proactively identify methods to utilise this information for the benefit of the business.
Other duties – perform other duties as required	– Assume responsibility for the site during night shift operations, acting as the designated site leader and key decision-maker outside normal business hours. – Fulfil the role of Building Warden during emergency situations, coordinating evacuations, ensuring the safety and accountability of personnel, and liaising with emergency services and management as required. – Demonstrate flexibility and adaptability in responding to changing business, operational and customer requirements. – Willingly undertake additional tasks and responsibilities within capability and authority to support the team and the client. – Actively participate in meetings, projects, and initiatives that contribute to the success of the business, department and production team. – Undertake any other reasonable duties consistent with the scope and responsibilities of the position.

Work Complexity



Accountability	Complexity	People Responsibility	Relating to Others	Expertise
Moderate	Analytical	Leadership & Coaching	Persuading & Influencing	Technical

Based upon Strategic Pay SP5 Job Evaluation Methodology – HR use only

Leadership Competencies

	Achieves Results	Builds Relationships and Values Difference	Being Adaptable
Leading Self	Holding themselves accountable to meet their commitments	Building relationships through communication, valuing difference, and aligning with our values	Handling change and looking for better ways of doing things
	Builds Effective Teams	Drives Engagement	Delegation
Leading a Team	Building teams with a clear purpose that apply their diverse skills and perspectives to achieve common goals	Creating a workplace where people are motivated to do their best to help our organisation achieve its objectives	Providing direction, delegating, and removing obstacles to get things done.

Skills & Attributes Required for this Role

Interpersonal

- Good verbal and written communication skills
- Able to work effectively in a team environment
- Good standard of personal presentation
- Honest, reliable, flexible and adaptable
- Clean and full drivers licence held

Customer Focus

- Internal and external Client service focus
- Excellent relationship building and networking capability
- Committed to excellence and quality
- Strong people and continuous improvement orientation

Leadership

- Drive to meet deadlines
- Able to positively influence others
- Maintains a high level of professionalism
- Calm under pressure
- Attention to detail

Analytical

- Medium level of computer literacy
- Problem solving ability
- Planning and organising skills
- Financial Acumen

Experience Required

- 3+ years' experience in a production manufacturing leadership role, preferably within food, beverage, packaging, wine, or FMCG environments.



- Experience managing employee performance, including coaching, development planning, performance improvement, and disciplinary processes.
- Strong understanding of production planning, labour utilisation, and resource management.
- Experience leading health and safety investigations and incident management processes.
- Knowledge of quality management systems and food safety standards, including BRCGS, HACCP, GMP, or similar certification frameworks.
- Lean expertise is desirable.
- Experience implementing continuous improvement initiatives and driving operational efficiencies would be advantageous.