



A Halma company



Head of Production and Service

About Us

Halma Water Management (HWM) is a group of successful water conservation companies who have joined forces under a single sales, design and distribution network to manufacture and supply flow measurement, data logging, and leak detection solutions for the water industry. Our extensive experience and unrivalled innovation has made us a world leading team with an international reputation for technology, quality and service. Together, we provide an unparalleled range of products and services for the water industry.

We are proud to be part of Halma, a major worldwide technology group making safety products and products that improve quality of life. As an integral part of the Halma Group plc, Halma Water Management has the strength and credibility of a FTSE 100 plc Company with the financial resources to match.

Halma has been trading for over a century and has a level of corporate pride second to none. Their customers range from small enterprises through to some of the largest companies in the world, and they export products globally, currently to over 50 countries.

Job Purpose

The Head of Production and Service is responsible for leading and overseeing the organisation's production and service delivery functions to ensure effective and efficient business processes across all elements of the HWM Global business including Contract Manufacturing Organisations (CMOs)

This role involves developing and implementing strategies, optimising processes, team management, cross-functional collaboration and ensuring the efficient production of goods or delivery of services.

The Head of Production and Service plays a pivotal role in driving operational excellence, delivering high-quality products/services, meeting customer expectations, providing the data insight and contributing to the organisation's overall success.

Main Responsibilities

Production and Service Strategy

- Develop and execute a comprehensive production and service operations strategy aligned with the organisation's goals and objectives
- Establish clear performance targets and operational metrics

Process Optimisation

- Streamline production and service delivery process to enhance efficiency, reduce costs and improves quality
- Identify opportunities for automation, technology integration and continuous improvement
- Implement lean and continuous improvement methodologies

Resource Management

- Manage and allocate resources effectively, including personnel, equipment, materials and technology
- Ensure optimal utilization of resources to meet production and service goals

Quality Control

- Implement robust quality control measures to ensure products and services meet or exceed defined standards
- Establish procedures for monitoring and maintaining quality throughout the production/service life cycle

Production Planning and Scheduling

- Develop production schedules that align with demand forecasts, customer orders and inventory levels
- Optimise production sequencing and capacity planning to meet customer requirements

Service Delivery Excellence

- Oversee service delivery processes to ensure timely and high-quality customer experiences
- Implement feedback mechanisms to monitor customer satisfaction and address issues promptly

Performance Monitoring and Reporting

- Develop, maintain and monitor key performance indicators (KPI's) for production and service operations
- Prepare regular performance reports for senior management, identifying trends and areas for improvement

Cross-Functional Collaboration

- Collaborate with cross-functional teams, including sales, marketing and supply chain to ensure alignment of production and service strategies

- Foster a culture of collaboration and effective communication

Risk Management

- Identify potential operational risks and develop mitigation strategies
- Implement measures to ensure compliance with regulatory requirements and industry standards

Health and Safety Compliance

- Ensure compliance with safety regulations and standards in all production and service operations
- Promote a culture of safety awareness and adherence

Budget and Cost Management

- Collaborate with finance to develop and manage operational budgets
- Monitor expenditures and identify opportunities for cost reduction and optimization

Embrace Technological Enhancements

- Develop, support and maintain the Digital Transformation of the business, ensuring governance on all initiatives is maintained and upheld
- Develop and maintain a visual factory ensuring clear and meaningful data is always provided

Talent Development and Leadership

- Provide leadership, coaching and development opportunities to production and service teams
- Foster a culture of teamwork, accountability and continuous learning

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Company and its overall business objectives.

Personal Specification

- Ideally, you have worked in a complex manufacturing organisation with an established and functioning Integrated Management System
- Ideally, you have led Production and Service functions through significant change due to organisational growth and have a strong understanding of how to manage change successfully.
- You are relentless in your quest to improve the cultural awareness and have a strong track record of achieving a strong KPI Dashboard
- You have a growth mind-set and are enthusiastic about understanding technologies, platforms and solving customer problems.
- You are passionate about growing a safer, cleaner, and healthier future for everyone every day.
- Strong leadership presence and the ability to influence and inspire others.
- You care about people (our customers, your team, everyone in the organisation) and you strive to always do the right thing.
- Resilience and the ability to handle pressure and challenging situations.
- Proactive and forward-thinking mindset with a focus on anticipating and mitigating potential risks.
- You have a history of delivering results.
- You are curious, challenge the status quo and anticipate the future.
- Comfortable operating with a global focus, we have global presence and an ambition and plan for further growth.
- You have the ability to turn complex problems into simple issues.
- You are comfortable in a fail-fast/learn-fast environment.
- You have a sense of humour.
- You are optimistic, but realistic and pragmatic.
- Proven communicator within the organisation and customer facing

Qualifications/Training

- Bachelor's degree in operations management, engineering, business administration, or a related field. A master's degree is preferred.
- Proven experience in production and service operations management, with a minimum of 5 years in a leadership role.
- Strong understanding of production processes, service delivery methodologies, and operational best practices.
- Excellent leadership and team management abilities.
- Analytical thinking and problem-solving skills.
- Exceptional communication and interpersonal skills.
- Ability to work collaboratively with stakeholders at all levels of the organisation.
- Proficiency in operations management software and tools.
- Strong project management and organisational skills.
- Continuous improvement mindset and the ability to drive operational excellence.
- Strong ethical compass and unwavering commitment to safety, health, environmental sustainability, and quality.
- Strong organisational and project management skills.

How to Apply

To apply for this vacancy please contact hr@hwm-water.com, sending your CV along with a covering letter stating why you feel you are particularly suited to this role.