

## 1. SUMMARY OF OVERALL JOB ASSIGNMENT

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The Technical Manager will be responsible for performance improvement in the areas of process and board quality and be the identified champion of quality assurance within the plant. The Technical Manager will provide effective service and support to the Manufacturing Department while satisfying the company's policies and procedures. The Manufacturing Department manufactures plasterboard to meet all customer expectations and ensure Knauf Plasterboard is the supplier of choice. This role has the key focus of improving product and process performance. The Technical Manager also has the responsibility for site environmental issues ensuring the site complies with Knauf Environmental policies and procedures.

## 3. MAIN ACTIVITIES / RESPONSIBILITIES

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The Technical Manager will provide effective service and support to the Manufacturing Department in the areas of process and quality performance improvement, while being mindful of, and compliant with budgetary provisions or constraints applicable to expenditures in the department. This role also seconds as the site Environmental officer.

The Technical Manager will develop and maintain effective working relationships with personnel within the Manufacturing Department and in other departments in the Company in order to provide the highest standard of service and technical assistance to all internal & external customers in a timely, willing and friendly manner.

The Technical Manager will assist in achieving functional and departmental objectives by conducting the following activities and responsibilities:

### Responsibilities

- Participate actively in the site Management team, working to identify and implement process improvements and meet budget and reporting requirements.
- Oversee the maintenance of the site Integrated Management System (IMS), including audits.
- Participate actively in the investigation of customer complaints on board quality.
- To address Quality and Environmental non-conformances ensure appropriate corrective actions are put in place.
- Manage and participate in projects, and assist with process and product trouble-shooting and development work.
- The Technical Manager will primarily focus on performance improvement in the areas of board quality and process optimisation. This improvement will be validated via greater customer acceptance.
- To ensure compliance with Knauf Best Practice perform the role of Knowledge Management Officer (KMO).
- Benchmark with other Plants to identify further process improvements and opportunities.
- Ensure through investigation of all quality complaints received via the CSF system.
- Ensure efficient use of the Plant Technical resources to maximise Quality and Process improvement.
- Ensure compliance with Knauf Environmental policy and procedures.
- Reduce customer complaints and rectification costs.
- Reduce Downtimes related to Process related issues.
- Reduce Product Rejects on the boardline through elimination of process and equipment issues.
- Prepare, carry out and report technical trials in a timely manner.
- Champion the Best Practice program for the Plant through the preparation and implementation of good or best practices.



- Acts in accordance with Knauf policy and procedures and strictly within limits of Authority
- Active implementation of the Knauf occupational health and safety policy
- Commitment to the Knauf Code of Conduct
- Other duties and activities as assigned from time to time

#### 4. MINIMUM COMPETENCIES REQUIRED FOR THE JOB

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##### Professional and/or technical competencies:

###### Essential

- Good understanding of ISO9001, 14001 and 18000.
- Able to lead, motivate, assist and direct the activities of a team.
- Familiar with a variety of management skills to improve individual and team performance.
- Good Planning and organisational skills.
- Written and verbal communication expertise and effective delegation ability.
- High levels of attention to detail and accuracy.
- Able to achieve results in an environment that has tight deadlines.
- Able to stay calm under pressure.
- Understanding of benchmarking and then implementing change to achieve best practice.
- If necessary, able to handle tough, confrontational situations and drive through change.
- Tertiary qualifications in engineering discipline

###### Desirable

- A broad experience in the manufacturing industry with at least 2 years in the plasterboard industry

##### Behavioural and/or managerial competencies:

- the ability to be an active member of a team
- The successful candidate for this challenging and highly focused process improvement role must be prepared to contribute to the achievement of the objectives of the Manufacturing Business Plan.
- Acquire exemplary leadership and communication skills and have the potential to advance into senior Management positions within the organisation.
- to always maintain the highest customer focus and be a good ambassador of the Company

##### Linguistic skills: English

<i>Languages :</i>	<i>Basic knowledge</i>	<i>Moderate</i>	<i>Professional Proficiency</i>	<i>Bilingual</i>
1) English	<input type="checkbox"/>	<input type="checkbox"/>	x	<input type="checkbox"/>
2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>