

Production Supervisor Job Description

A comprehensive job description template
for manufacturing and production operations

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and manufacturing industry practices at the time of publication. You should review and tailor this template to suit your organisation, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	5
4. Qualifications and Requirements	6
5. Working Conditions	7
6. Award Information	7
7. Expected Behaviours	8
8. Application Process	8

1. Position Overview

1.1 Position Title

Production Supervisor / Shift Supervisor / Team Leader

1.2 Position Summary

The Production Supervisor is responsible for supervising and coordinating production team activities on the factory floor. This role involves managing production schedules, monitoring team performance, ensuring quality standards are met, and maintaining a safe work environment. The supervisor serves as the key link between production workers and management, ensuring efficient workflow and optimal productivity.

The position requires strong leadership skills to motivate and develop team members, problem-solving abilities to address operational issues, and technical knowledge of manufacturing processes. Supervisors are responsible for implementing work schedules, conducting performance reviews, enforcing safety procedures, managing quality control, and preparing production reports for senior management.

1.3 Reporting Structure

This position reports to:

- Production Manager
- Operations Manager
- Plant Manager

1.4 Employment Type

This position is typically offered as:

- Full-time permanent position
- May include shift work (rotating shifts, afternoon or night shifts)
- Overtime may be required to meet production demands

2. Key Responsibilities

2.1 Team Leadership and Supervision

- Supervise and coordinate production team members on assigned shift
- Allocate work tasks and ensure adequate staffing levels
- Provide direction, coaching and support to production workers
- Conduct team briefings at start and end of shifts
- Address workplace issues and conflicts professionally
- Foster a positive and productive team culture
- Train new employees on production processes and safety procedures

2.2 Production Planning and Scheduling

- Plan and organize daily production activities to meet targets
- Coordinate workflow to ensure efficient use of resources
- Monitor production schedules and adjust priorities as needed
- Ensure materials and equipment are available for production
- Manage changeovers between production runs efficiently
- Coordinate with other shifts for smooth handovers
- Identify and resolve production bottlenecks

2.3 Performance Management

- Monitor individual and team performance against targets
- Provide constructive feedback and performance coaching
- Conduct performance reviews and maintain personnel records
- Identify training needs and development opportunities
- Address attendance, punctuality and performance issues
- Recognize and reward good performance
- Implement disciplinary procedures when necessary

2.4 Quality Oversight

- Ensure products meet quality standards and specifications
- Monitor quality control processes throughout production
- Investigate quality issues and implement corrective actions
- Conduct quality inspections and product testing
- Maintain quality documentation and traceability records
- Drive continuous improvement in quality outcomes
- Coordinate with quality assurance team on issues

2.5 Safety Management

- Enforce workplace health and safety policies and procedures
- Conduct safety briefings and toolbox talks
- Ensure team members use appropriate PPE at all times
- Identify and report safety hazards and near misses
- Investigate workplace incidents and accidents
- Maintain safety records and incident reports
- Participate in safety committees and improvement initiatives

2.6 Reporting and Documentation

- Prepare daily, weekly and monthly production reports
- Monitor and report on key performance indicators (KPIs)
- Maintain accurate production records and documentation
- Complete shift handover reports for incoming supervisors
- Report equipment breakdowns and maintenance requirements
- Document non-conformances and corrective actions
- Communicate production status to management

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and People Management

Strong leadership abilities to motivate and direct production teams. Demonstrated people management skills including coaching, conflict resolution and performance management. Ability to build rapport with team members while maintaining authority. Experience in conducting effective team meetings and briefings.

Communication Skills

Excellent verbal and written communication skills. Ability to communicate clearly with workers, management and other departments. Strong interpersonal skills for dealing with diverse personalities. Capability to write clear reports and maintain accurate documentation. Active listening skills to understand concerns and suggestions.

Problem Solving and Decision Making

Strong analytical and problem-solving abilities. Capacity to make quick decisions under pressure. Ability to identify root causes of production issues and implement solutions. Logical thinking and troubleshooting skills. Sound judgment in prioritizing tasks and managing competing demands.

Organisational Skills

Excellent planning and organizational abilities. Effective time management and ability to manage multiple tasks simultaneously. Strong attention to detail in monitoring quality and safety. Ability to coordinate resources and schedule work efficiently. Systematic approach to documentation and record keeping.

Technical Knowledge

Solid understanding of manufacturing processes and production systems. Knowledge of quality control principles and procedures. Familiarity with production equipment and machinery operation. Understanding of lean manufacturing and continuous improvement methodologies. Proficiency with production management software and systems.

3.2 Personal Attributes

- Strong work ethic and commitment to excellence
- Professional and confident leadership presence
- Adaptable and flexible to changing priorities
- Results-oriented with focus on meeting targets

- Patient and calm under pressure
- Reliable, punctual and accountable
- Safety-conscious and quality-focused mindset
- Collaborative team player with management
- Initiative and ability to work independently
- Positive attitude and problem-solving orientation

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Minimum 3 years experience in production or manufacturing environment
- Proven experience in supervisory or team leader role
- Current First Aid certificate (including CPR)
- Working knowledge of WHS legislation and requirements
- Strong computer skills including Microsoft Office and production systems
- Ability to read and interpret technical drawings and specifications
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Certificate IV in Leadership and Management
- Certificate IV in Competitive Manufacturing
- Diploma of Leadership and Management
- Forklift licence (LF class)
- Lean manufacturing or Six Sigma training
- Root cause analysis and problem-solving certification
- Industry-specific technical qualifications

4.3 Experience

Candidates should have substantial hands-on experience in production environments, progressing from production operator to supervisory roles. Experience should demonstrate increasing levels of responsibility, leadership capability and technical competence. Knowledge of the specific manufacturing sector (food, automotive, pharmaceutical, etc.) is highly valued.

Demonstrated experience in managing teams, meeting production targets, implementing safety procedures and driving quality improvements is essential. Previous experience with production planning, performance management and reporting to senior management is required.

5. Working Conditions

5.1 Hours of Work

- Full-time position typically 38 hours per week
- Shift work including rotating shifts, afternoons or nights
- May include weekend work depending on production schedule
- Overtime required to meet production demands
- Flexibility required for urgent production requirements
- Attendance at meetings and training outside normal hours

5.2 Physical Requirements

- Standing and walking throughout shift on factory floor
- Ability to lift and move materials up to 20kg
- Working in varying temperatures and noise levels
- Good vision and hearing for safety monitoring
- Physical stamina for long shifts and fast-paced environment
- Ability to wear required personal protective equipment

5.3 Work Environment

- Factory floor environment with production machinery
- Responsibility for team safety and performance
- Exposure to noise, dust or other environmental factors
- Fast-paced environment with pressure to meet targets
- Working with diverse team members and personalities
- Compliance with manufacturing standards and regulations

5.4 Dress Code and Safety Requirements

- Company uniform or work clothing as required
- Steel-capped safety boots mandatory on factory floor
- Personal protective equipment (PPE) as specified for areas
- Hair and beard nets in food manufacturing environments
- Safety glasses, gloves and hearing protection where required
- Compliance with hygiene and contamination control procedures

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Manufacturing and Associated Industries and Occupations Award 2020 (MA000010). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in manufacturing industries. Some organisations may operate under an enterprise

agreement which provides alternative terms and conditions.

6.2 Classification Level

Production Supervisors are generally classified under the award as:

- Level C5: Supervisory/Technical Employee - First line supervision
- Level C6: Supervisory/Technical Employee - Advanced supervision
- Level C7: Supervisory/Technical Employee - Senior supervision

The specific classification level will be determined based on the scope of supervisory responsibilities, technical skills required, and level of autonomy and decision-making authority.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Afternoon shift (after 6pm): 115% of ordinary rate
- Night shift (after midnight): 130% of ordinary rate
- Saturday: 150% of ordinary rate
- Sunday: 200% of ordinary rate
- Public holidays: 250% of ordinary rate
- Supervisory allowance as specified in award or agreement
- First Aid allowance for qualified first aid officers

Additional allowances may apply for specific skills, qualifications or responsibilities. Refer to the Manufacturing Award 2020 (MA000010) or relevant enterprise agreement for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for shifts and be ready to lead team
- Notify management as early as possible if unable to attend
- Maintain confidentiality regarding company and employee matters
- Follow all company policies, procedures and code of conduct
- Represent the company professionally at all times
- Lead by example in work ethic and safety compliance

7.2 Production Standards

- Meet or exceed production targets and KPIs
- Ensure quality standards are maintained at all times
- Complete accurate documentation and reports on time
- Implement efficient production methods and workflows

- Drive continuous improvement in productivity and quality
- Minimize waste and optimize resource utilization

7.3 Safety and Compliance

- Prioritize safety above production targets
- Enforce safety procedures and PPE requirements consistently
- Report all incidents, accidents and near misses immediately
- Conduct regular safety inspections and risk assessments
- Ensure compliance with all regulatory requirements
- Participate in safety training and improvement initiatives

7.4 Leadership and Teamwork

- Treat all team members fairly and with respect
- Provide clear direction and expectations to team
- Support team members to develop their skills
- Address performance issues promptly and professionally
- Foster positive workplace culture and morale
- Collaborate effectively with other supervisors and managers

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including employment history and qualifications
- Cover letter outlining relevant supervisory experience
- Copies of relevant qualifications and certificates
- Copy of current First Aid certificate
- Copy of forklift licence (if applicable)
- Contact details for at least two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview with production/operations manager
- Site tour to observe production environment and operations
- Assessment of technical knowledge and problem-solving skills
- Reference checks with previous employers

- Pre-employment medical assessment if required
- Induction and orientation before commencing

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law. We value diversity and are committed to creating an inclusive workplace for all employees.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the organisation.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____