Key facts

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| Job title: | Production Director | Location: | Sunderland |
| Business: | Taylor Wimpey North East | Report to: | Managing Director |

The purpose of the role

Lead and inspire the Production Team to achieve high standards of production quality, to budget, ensuring a high standard of health and safety is maintained at all times.

Drive a continuous improvement, customer centric agenda, challenging the status quo and proactively identifying operational enhancements.

Build sustainable performance in the Production Team by raising the bar in people capability and ensuring that the quality of talent within the Team is able to deliver its current and future requirements.

Key accountabilities

**Health and Safety**

* Ensure a rigorous Health & Safety plan is fully developed prior to any site start, for the entire development process from pre-start through to site completion, across the Region.
* Ensure that the Taylor Wimpey Health and Safety Procedures Manual is complied with at all times and that any policy revisions are communicated to site management so their work practices are amended accordingly.
* Carry out the role of Safety Co-ordinator within the region ensuring that all statutory requirements are met.
* Interview consultants, sub-contractors and suppliers to ensure they are competent prior to commencing work for Taylor Wimpey.
* Liaise with Taylor Wimpey safety consultants and TW Director of Health, Safety and Environment, to ensure that monthly safety inspection reports are actioned.
* Undertake periodic safety inspection with site mangers during site visits.
* Ensure site staff receive the requisite Health and Safety training in accordance with the Company training matrix.

**Customer Service**

* Embed and drive a customer focused culture by driving sustainable improvements and sharing best practises as a consequence of customer feedback and insight.
* Drive a continuous improvement culture which improves the customer experience and responds to consumer trends locally.
* Manage customer complaints and disputes to ensure they are addressed in a timely and appropriate manner.

**Pre-Production**

* Carry out technical feasibility review of site prior to Land Purchase Exercise (LPE).
* Appraise the project buildability in conjunction with the Development Department and produce a construction programme.
* Attend pre planning, pre tender and pre start meetings to ensure all necessary construction issues are addressed prior to commencement on site.

**Production Process**

* Lead the Production Team to achieve the agreed build programmes.
* Monitor and drive weekly progress and liaise with other department heads to resolve any delays or issues identified.
* Ensure that a culture exists within the site construction team that guarantees the required quality of the build process is achieved.
* Liaise weekly with the sales team to review sales and production progress on a site by site basis, driving performance improvement to ensure deadlines met.
* Undertake regular visits to site to review progress and adherence to company and HSE procedures.
* Review sub contract and materials supplier performance, reporting continual problems and defects to the technical department.
* Lead the completion of developments including ensuring all roads, sewers and public open space adoptions are carried out in a timely manner.

Key competencies

**Leadership** – embraces responsibilities fully, develops potential and inspires people to follow.

**Team Commitment** – manages a strong team work ethic, promoting shared values with the ability to get the best out of others, whilst participating fully.

**Communication** – persuades, influences and inspires others, gaining agreement and acceptance even from those who are not direct reports.

**Influencing** – builds and sustains positive and trusted relationships, coaching others to achieve their best

**Strategic Thinking** – identifies future needs and is proactive in progressing from current practices.

**Customer Focus** – develops and inspires strong long term working relationships with all stakeholders, internal & external.

**Entrepreneurial** – Identifies and creates innovative and successful opportunities to enhance business performance and results

Key experience

* Proven experience in leading a high performing Team.
* Ability to input into and influence, the strategic plan for the business unit from a production perspective, and to deliver it
* Entrepreneurial skills, breadth of view beyond traditional approaches
* Strong networker, totally committed to community involvement
* High standard of financial literacy & analytical skills
* Considerable drive and energy
* High level of service delivery in a customer centric environment

Primary network: who you will work with

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| --- | --- |
| Internal: | Divisional Managing Director BU Management Team  Production Team Relevant internal employees  Health & Safety Team |
| External: | Health & Safety consultants Sub contractors  Local Community members Industry Body Representatives |

If you would like to be considered for this role, please send your CV to John Taylor, Managing Director ([john.taylor@taylorwimpey.com](mailto:john.taylor@taylorwimpey.com)) by 17th July 2015