

C N Consultancy Limited

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**RECRUITMENT OF
OPERATIONS MANAGER
ORTHOPAEDIC IMPLANT MANUFACTURING**

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BACKGROUND

JRI Orthopaedics is the brand name of Joint Replacement Instrumentation Limited (JRI) which manufactures, distributes and sells orthopaedic prostheses, principally hip joints, to the public and private healthcare sectors. JRI is a privately held company wholly owned by The Furlong Research Charitable Foundation which was established by its founders.

Its corporate office is located in central London and controls its finance, IT and HR functions. Its manufacturing unit is based in 57,000 sq ft custom-built freehold premises in the Chapeltown area of Sheffield where its operations include production, research, product development, warehousing and distribution. Its marketing, sales and customer service activities are also based in Sheffield.

Company History

The Company was founded in 1969 by Mr Ronald Furlong, who was then Director of the Orthopaedic Department at St Thomas's Hospital in London, and who needed to include total hip replacement in the Orthopaedic teaching curriculum. The prosthesis of choice was the Muller Total Hip Replacement from Switzerland and by 1971 the Company became the sole importing agent for the UK for Protek Switzerland. From 1975 onwards JRI, with the blessing of Professor Muller, became UK manufacturers of the JRI Muller prosthesis and by 1977 became the first company to forge in titanium alloy, now the most commonly used alloy in the prosthetic industry.

Mr Furlong continued to design innovative products such as the Furlong Straight Stem prosthesis until the introduction of the revolutionary Furlong Hydroxy-apatite Ceramic Coated Total Hip Replacement in 1985. More than 100,000 patients had benefited from the Furlong H-AC coated prosthesis and its unique concept of prosthetic fixation. The Company is proud that its products were the prosthesis of choice for HM Queen Elizabeth, The Queen Mother in 1995 and 1998. In 1993 JRI received the Queen's Award for Technological Achievement.

Operations and Sales

JRI currently has an annual turnover of £17m (currently around 66% UK and 33% international) and has plans for further significant sales growth, both at home and overseas. It has a UK customer base of approximately 300 hospitals and Primary Care Trusts and a smaller international market - there is potential to increase the export market. Owing to the specialised nature of its business it holds 1500 SKUs and around 30 loan sets of equipment.

The Current Opportunity

The acquisition of spacious and modern premises in Sheffield created the opportunity for JRI Orthopaedics to considerably expand its manufacturing capabilities and thereby improve its customer service and sales revenues. The Company's quality management system is accredited to ISO 9001, ISO 14001 and OHSAS 18001.

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The position of Operations Manager is newly-created following the promotion of the previous incumbent whose role included responsibility for operations activities. The position contains ample opportunity for quality candidates to realise further career progression.

The major focus will be on developing JRI's reputation as a world-class manufacturer by formulating, publishing and implementing an operations plan that reflects the Company's strategic objectives and priorities. The Operations Manager will play an important role by contributing to the formulation and development of the corporate strategic plan with the Board.

The role is broad and requires sound leadership to the supply chain and production departments; promoting continuous improvement, team motivation and development coupled with a commitment to customer focus and operational excellence.

JRI operates in an informal, non-hierarchical manner, placing high value on team working. It thrives on open communication, is receptive to new ideas and it encourages individual empowerment and decision making.

CN Consultancy Limited is advising on this appointment and has been briefed to identify an exceptional manufacturing professional, not necessarily from the medical devices sector, who will be attracted by the challenge and the potential for personal growth.

JOB DESCRIPTION

Job Title	Operations Manager
Location	Sheffield, South Yorkshire
Responsible to	Managing Director
Responsible for	A current team of 54 personnel. Manufacturing Manager Coating Manager Production Team Purchasing Manager
Key Working Relationships	External: Customers - NHS Trusts, purchasing consortia and private hospital groups Clients - whose products are sub-contract manufactured by JRI Overseas Distributors Supply chain partners Internal: Finance & Administration Director Sales & Marketing Director Innovation Manager Customer Service Manager Compliance Manager
Areas of Accountability	<p>The prime purpose of this appointment is to direct and lead the procurement, production and coating team to ensure operational excellence and to advance JRI's reputation as a world-class manufacturer. This will be achieved through developing an operations plan; managing its delivery and monitoring effectiveness.</p> <p>This embraces:-</p> <ul style="list-style-type: none"> • Contributing, as a member of the Executive Team, to the development of corporate strategic plans. • Formulating and implementing an operations plan, reflecting the Board's strategic plans and priorities. • Leading the procurement, production and coating team to ensure departmental and individual objectives are aligned to the operations and strategic plans. • Developing appropriate key performance indicators and ensuring they are monitored and reported

- Directing effective cost reduction, quality improvement and on-time/in-full delivery
- Monitoring operational metrics against targets; taking necessary remedial action and driving performance improvements.
- Ensuring optimal usage of production plant and personnel; proposing capital equipment/factory development purchases.
- Ensuring production is wholly compliant with H&S, environmental and regulatory requirements
- Managing the preparation of departmental budgets and monitoring performance
- Establishing and managing professional procurement, production scheduling and inventory management systems
- Managing the recruitment and development of departmental personnel
- Managing the motivation and development of personnel in order to meet or exceed company and individual career plans
- Managing and developing an effective health and safety regime
- Developing and managing relationships with preferred supply chain partners; establishing best value supply agreements
- Managing relationships with companies whose products are sub-contract manufactured by JRI to include establishing and managing manufacturing agreements
- Directing the achievement of process targets of JRI's balanced scorecard and all production activities.
- Establishing effective methods to facilitate R&D, continuous improvement and new product development in conjunction with the Innovation Manager
- Establishing a close liaison with Customer Service department to ensure order processing and delivery meets or exceeds customer expectations

CANDIDATE PROFILE

Age	There are no age limits.
Qualifications	A good first degree is preferred. A further degree or MBA would be useful. <u>Likely to be a Chartered Engineer.</u>
Experience	<p>Candidates should demonstrate a successful career as a production/manufacturing professional gained with a reputable manufacturer. Experience within the medical devices sector could be useful but is not essential.</p> <p>Experience should include the following:-</p> <ul style="list-style-type: none">• Strong experience in leading operations within a world-class manufacturer• Demonstrable experience in the formulation and implementation of operations plans• A strong record of successful management in the recruitment, development and motivation of production personnel• Demonstrable success in leading, delivering and developing production activities in a manufacturing environment• Sound knowledge and experience in supply chain activities• The development and monitoring of departmental budgets, cost control and reduction programmes• A personal commitment to leading operations in an ethical manner being cognisant of H&S, environmental and regulatory requirements• Strong experience in new product development and working closely with R&D departments• Previous experience in undertaking production on behalf of third-party clients and in forging mutually beneficial relationships• Previous experience of working in an environment overseen by regulatory bodies would be an advantage.
Personal Qualities	<p>The successful candidate should:-</p> <ul style="list-style-type: none">• Be energetic, goal oriented and self-starting• Possess exceptional communication skills and the ability to work effectively as part of the management team.

- Possess evident skill in building relationships and a charismatic leadership style
- Be well organised, resourceful and proactive with a tenacious and empowering team-oriented management style
- Be commercially aware with sound judgement and business acumen
- Be creative thereby encouraging others to offer innovative solutions
- Possess a highly organised mindset with a strong and principled approach to the creation and maintenance of accurate records both for company and regulatory requirements

REWARD PACKAGE

Basic Salary	Negotiable. Basic salary is not seen as a limiting factor in order to attract quality candidates to the organisation.
Bonus	Discretionary bonus scheme.
Pension Scheme	Non-contributory defined contribution (money purchase) scheme whereby the Company pays a contribution of 7.5% - eligibility after one year's service.
Life Assurance	2 times base salary after three months' service.
Medical Insurance	Provided free to employee after three months' service. Premiums at reduced rate are available to provide cover for dependants.
Travel Insurance	Provided free to employee whilst overseas on Company business
Car	Fully expensed quality car provided
Holidays	25 days per annum. Entitlement increases by 1 day for every five years' completed service up to a maximum of 30 days
Notice	3 months from both parties on completion of probation period
Relocation	Assistance with the costs of relocation will be offered where necessary