

Position Description

Position: Operations Supervisor – GSE (NA)

Department: Operations

Reports to: Global Director of Operations

Direct Reports: None

Role Purpose and Responsibilities	The Operations Supervisor (GSE) is responsible for establishing and leading the company's US operational footprint for the Enatel GSE product. The role will initially focus on setting up the US operation, including plant and facility readiness, supply chain and logistics processes, inventory controls, assembly capability, production workflow, safety standards, and local team leadership to support growth across North America. As the operation matures, the role will transition to leading day-to-day operational performance, ensuring efficient production, product quality, on-time delivery, inventory control, and continuous improvement. The Operations Supervisor will play a critical role in standing up the US operation, enabling business growth, improving customer responsiveness, and supporting the successful execution of the company's North American GSE strategy.
Key Success Outcomes	First 12 Months • Successfully establish and operationalize the US facility. • Recruit, onboard, and develop an effective production team. • Implement operational processes, inventory controls, and reporting systems. • Establish assembly workflows, work instructions, tooling requirements, quality checkpoints, and production readiness standards for the US GSE operation. • Achieve targeted customer delivery performance. • Establish inbound, outbound, and domestic logistics processes that support customer delivery, inventory availability, and scalable US operations. • Establish safe, compliant, and efficient operational practices. • Establish key supplier, vendor, freight, warehouse, facility, and site service relationships required to support the US operation. • Build strong relationships with Enatel Global Sales team, customers and stakeholders (as required). Ongoing • Improve operational productivity and efficiency. • Maintain high levels of quality and on-time delivery. • Support revenue growth through scalable operational capability. • Develop future operational leaders and team capability.

	• Drive continuous improvement initiatives and cost optimization.
Key Internal Relationships	• General Manager • Global Director of Operations • Senior Leadership Team • Sales • Marketing • Operations and Supply Chain teams • IDEAL stakeholders as required
Key External Relationships	• Customers and customer operational contacts • Suppliers, vendors, and logistics partners • Facility, equipment, tooling, and site service providers • Regulatory, health and safety, quality, and compliance advisers

Key Requirements

Accountability Area	Desired Outcome/Achievement Indicators
Operational Leadership	• Establish and lead US GSE operational activities in alignment with global operational standards. • Develop and implement operational processes, systems, and controls. • Create a scalable operational model capable of supporting future growth. • Ensure operational activities support customer delivery commitments and business objectives. • Act as the primary operational leader for the Enatel US GSE facility.
Production Management	• Lead daily production and assembly activities. • Manage production schedules to meet customer demand and delivery requirements. • Ensure efficient use of labour, materials, and equipment. • Monitor productivity, throughput, and operational performance. • Drive accountability for achieving operational targets.

Site Establishment & Readiness	- Lead facility setup, equipment installation, tooling readiness, layout planning, workflow design, and operational readiness activities required to launch the US GSE operation. - Implement warehouse, inventory, assembly, materials handling, packing, shipping, and logistics processes that support safe, efficient, and scalable US operations. - Establish operational policies and work instructions. - Partner with Supply Chain, Quality, Engineering, and Sales to ensure successful site launch and ongoing operation.
Inventory & Supply Chain Management	- Manage inventory levels to balance customer responsiveness and working capital requirements. - Coordinate with global supply chain teams to ensure material availability. - Monitor inventory accuracy and implement appropriate controls. - Support forecasting and demand planning activities.
Quality & Continuous Improvement	- Ensure products meet quality, regulatory, and customer requirements. - Investigate operational issues and implement corrective actions. - Drive continuous improvement initiatives focused on productivity, quality, safety, and efficiency. - Support implementation of Lean manufacturing principles and operational excellence programs.
Team Leadership	- Lead, coach, and develop a team of production employees. - Build a high-performing and accountable operational culture. - Manage recruitment, onboarding, training, performance management, and succession planning. - Support workforce growth as operational requirements expand. - Work closely with Engineering, Supply Chain, Quality, Finance, Customer Support, and Sales teams. - Support customer visits, audits, and operational reviews. - Provide regular operational performance reporting and recommendations to senior leadership.
Cross-Functional Collaboration	

Key Performance Indicators

KPIs	Measure	Target
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	US operation launch readiness	Milestones achieved against agreed timeline, budget, safety, quality, and operational readiness criteria
	On-Time Delivery	>95%
	Inventory Accuracy	>98%
	Production Productivity	Annual improvement targets
	Supply chain and logistics performance	Material availability, supplier responsiveness, and freight performance support agreed production and customer delivery requirements
	Safety performance and compliance	Safety incidents, hazards, training completion, and compliance actions managed in line with site and regulatory requirements
	Quality Performance	Customer and internal quality targets achieved

Other duties:

- Operate in a manner consistent with company values while managing activity within agreed expense parameters.
- Carry out other duties as reasonably required by your manager or the business.
- Contribute to the achievement of team and business objectives.
- Maintain accurate and up-to-date operational information within Enatel's systems and reporting tools.

Health & Safety:

- Ensure compliance with all applicable US workplace health, safety, and environmental requirements.
- Promote a strong safety culture across the operation.
- Maintain site compliance with customer, company, and regulatory standards.

Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

Person Specification:

Qualifications	Education • Bachelor's degree in Operations Management, Manufacturing, Engineering, Supply Chain, Business, or a related discipline preferred. Experience • 5+ years of operational leadership experience within manufacturing, assembly, industrial technology, electronics, or similar environments, including hands-on responsibility for production, logistics, supply chain coordination, and operational execution. • Experience establishing or scaling operational capability, including facility readiness, production or assembly setup, logistics processes, inventory controls, and team onboarding. • Demonstrated success leading production and operational teams. • Experience managing inventory, production planning, and customer delivery performance. • Experience working within a global or multi-site business environment preferred.
Key Competencies	Leadership • Building and leading teams • Developing capability • Driving accountability • Change leadership Operational Excellence • Production management • Inventory management • Continuous improvement • Lean manufacturing • Operational planning Business & Commercial • Customer focus • Financial awareness • Problem-solving • Decision-making

	• Risk management
	Interpersonal • Relationship building • Communication and influence • Stakeholder management • Cross-functional collaboration