

WE ARE HIRING!

SHIFT MANAGER

Browns Plantations, Rwanda Limited is an international agricultural company and part of Browns group with operations in Asia and Africa. In Rwanda we are Rainforest Alliance Certified with an 800ha tea estate which started growing teas in 2017 and kibeho Tea factory that process and export tea since 2024. In addition to owning our own estate, we also support more than 3000 small holder's farmers in Nyaruguru. As a large agricultural operation, we employ an average of 2000 permanent and temporary employees and offer dynamic career experience. We take a long-term approach, investing in innovative and sustainable practices that deliver responsible growth, with keen focus on meeting the needs of our customers and consumers protecting the environment, and make positive impact on people's lives. We invite expressions of interest candidates with relevant experience are encouraged to apply for the following position.

JOB DESCRIPTION - Shift Manager

Job Title: Shift Manager

Location: Nyaruguru, Rwanda

Reports To: Head Of Manufacturing

Purpose of Role

- The Shift Manager is responsible for management of shifts, productivity improvement and ensure production targets & parameters are achieved through proper planning, coordination and organization of activities. The shift Manager is responsible for personnel resource and processes by directing teams on correct ways of working while fully controlling shift work through coaching, counselling, disciplining and evaluating employee performance.

Qualifications & Experience Required

- Graduate in Food Science, Production Technology, Agricultural, Mechanical, Electrical Engineering or Bachelor of Science Chemistry.
- 4 Years' experience.
- Product, Process and Packaging Expertise
- Manufacturing Performance Management
- Project Management
- Quality Assurance
- Responsible Care
- Human Factors - technical and human capabilities

Accountabilities and Key Deliverables

OBJECTIVES:

- Effective and efficient utilization of resources
- Effective cost control
- Quality products
- Safe working environment
- Achievement of set financial targets.
- Sound maintenance of production equipment
- To coordinate implementation of the manufacturing process plan in a production factory and run a shift to produce tea to meet customer specifications.
- To coordinate the implementation of WCM (World Class manufacturing standards), OHSE (Occupational Health, Safety and Environment), Quality Management systems (QMS) and RA and ISO Standards in the factory.
- Implement factory procedures and SOPS and ensure compliance by the production shift team.
- Implement IR/ER systems in the factory in conjunction with the line Manager.

KEY TASKS:

- Monitoring the tea processing level against set targets,
- Reviewing and developing production methods and techniques in the factory to ensure proper utilization of available resources,
- Liaising with other sections in the unit in planning and resource utilization and efficiency,
- Ensuring that products meet set quality standards and specifications,
- Coordinating and controlling production activities in the production section,

- Ensuring observation and compliance with environmental, health and safety measures and regulations,
- Participating in preparation of budget and ensuring adherence to approved levels,
- Participating in the development of production strategic plans,
- Ensuring maintenance of high standards of hygiene in the production unit,
- Supervising, appraising staff and identifying their development and training needs,
- Participating in reviewing and developing factory policies, procedures, and strategies,
- Preparing timely and accurate reports and distributing to appropriate users,
- Conducting process capability study as and when required,
- Training employees on production methods, process standards and specifications,
- Evaluating and implementing cost reduction programs in the factory,
- Performing any other duty as may be assigned from time to time.

Production and planning

- Coordinate production shift to produce made tea that meet customer requirements.
- Implement Good Manufacturing practices in all sections of manufacture in the production shifts.
- Monitor production key performance indicators of the production shift; generate daily, weekly and monthly reports.
- Verify and consolidate daily, weekly, and monthly administrative returns.
- Keep and ensure accuracy of the production records, weekly and monthly tea returns.
- Communicates upwards/downwards/peers in the factory to ensure smooth flow of information.
- Act in the absence of the Manufacturing manager/Tea Maker as per Company policies.
- Coordinate implementation of World Class Manufacturing (WCM) Standards in the factory and ensure documentation of the improvements.

Quality

- Implement Quality and Consumer safety Management System in production shift.
- Ensure reception of Quality incoming raw materials during the shift as per company policy.
- Implement the good manufacturing practices (GMP) in the production shift to deliver quality made tea in line with customer/consumer specifications.
- Implement the Hazard Analysis Critical Control Points (HACCP) system in the factory.
- Monitor and taste hourly and invoice tea samples.
- Initiate and implement quality improvement plans and activities in the factory.

Assets and Stocks

- Monitor and validate stock and non-stock movements.
- Dispatching of tea stocks and reconciliation of tea stocks in the factory.
- Provide input into the development of capital proposals in the factory.
- Responsible for the utilization of assets that includes process and plant machinery during the shift.
- Responsible for the company assets during the shift.
- Take full responsibility of all factory keys.
- Flag up redundant/obsolete assets to the Manufacturing Manager for disposal.
- Coordinate the day-to-day operation and smooth delivery of Utilities (firewood, steam, water, and electricity) in the factory and villages.
- Maintains the factory register

Projects

- Keep abreast with all new technology covering tea making, market, packaging, maintenance, transport and energy usage and make proposals for change/improvements where appropriate.
- Carry out manufacturing trials and implement projects as agreed with Line manager.
- Collate and document innovative ideas for the factory and capture all improvement proposals from shop floor

Finance and Procurement

- Initiate the requisition process for additional stocks in line section re-stocking levels and authorise issues of items from factory stores.
- Provide proposals for input into the annual budget preparations.
- Control direct budgetary expenses through resource allocation and utilisation in the shift.
- Implement production aspects of the accounting manual.
- Provide input into the monthly accounts review and implements agreed actions.
- Verify and consolidate daily, weekly and monthly financial returns

People

- Implements employee establishment in the factory production shift.
- Implement the training and coaching factory production team.
- Handle any internal industrial/employees relation issues in the factory in conjunction with line manager.
- Implement agreed welfare programmes and attend planned meetings ensuring completion of agreed actions.
- Responsible for production shift team and ensuring that agreed work plan targets and standards are implemented.
- Provide input and participate in the modular training of factory production shift employees.

- Participate in recruitment of seasonal employees as agreed with line manager.
- Coordinate all statutory requirements and ensure they are always adhered to.
- Implement factory legislation, regulations, Union collective agreements and Browns Plantations standards.

Social and welfare

- Implement all social welfare Policies, Programmes and Guidelines including security, housing maintenance, recreation, and general welfare amenities, and ensure schools under the factory responsibilities are of the required standards.

Safety, Health, Environment

- Coordinate implementation of Safety, Health & Environmental and RA (Rainforest Alliance) management systems as per company policies and legislation in the shift.
- Authorize permits to work certificates in line with company policies.
- Coordinate implementation of standard operating procedures and specific work instructions and ensure compliance and collate proposals for reviews.
- Coordinate implementation of safe travel guild lines as stipulated in the standard.
- Maintains the factory disciplinary and safety data.

Key skills

- Knowledge on product, Process and Quality Assurance.
- Working Knowledge in manufacturing Performance Management
- Basic appreciation project Management
- Consumer and customer focus
- Excellent tea tasting skills
- Excellent communication and interpersonal skills and Team player.
- Basic appreciation in financial management systems.
- Working knowledge on IR/ER skills

Leadership Behaviour

- Should meet expectations of the Browns Plantations Behavioural standards relevant to this work level.

Travel

As per job/ site requirements, local travel is likely.

Exhibit the BPR Teas and GROW Values

Application Process

- Interesting candidates who meet above qualifications should send their application letter and CV to rwanda.hiring@brownsplantations.rw on or before **16th January 2026**
- In the subject of the email, quote the job title as per advertisement.
- No Manual Application shall be accepted
- Only short-listed candidates shall be contacted

MUNEZERO Harriet
HR Business Partner

