

CS05 Director – Operations / COO / General Manager / Operations Manager

1. Job role

TCF sub-sector	Cross sector
Job role	CS05 Director – Operations / COO / General Manager / Operations Manager
Job role description	Leads the operational and manufacturing functions of a textile, clothing or footwear enterprise. The role is responsible for managing production systems, manufacturing partnerships and operational performance to ensure products are delivered to required quality, cost and delivery standards. In the Australian TCF industry this role often coordinates a combination of domestic production, offshore manufacturing partners and specialised contractors. The Director – Operations / Manufacturing works closely with product development, sourcing and supply chain teams to ensure product designs can be manufactured efficiently and meet commercial targets.
Performance expectations	• Ensure manufacturing or sourcing operations deliver products on time, to specification and within cost targets • Oversee production planning, capacity management and operational efficiency • Maintain consistent product quality and compliance with technical standards • Coordinate domestic production facilities and offshore manufacturing partners • Drive continuous improvement in production systems and operational processes • Ensure compliance with workplace health and safety and environmental regulations • Optimise manufacturing yield, productivity and cost performance • Develop capable production management teams and operational workforce capability
Specialisation	May specialise in apparel manufacturing operations, footwear production systems, textile manufacturing operations, or production management for design-led brands operating through global manufacturing supply chains.
Application in other TCF sectors	The skills used in this senior management role are largely transferable across different sectors of the textile, clothing and footwear (TCF) industry, and they are also broadly applicable to other manufacturing processing and production industries that

	operate complex supply chains, product development cycles and market-driven production systems.
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2. Key tasks and critical work functions

Key tasks	• Manage manufacturing operations and production systems • Coordinate production planning, scheduling and capacity management • Monitor operational performance including productivity, quality and delivery • Manage relationships with domestic manufacturers and offshore production partners • Ensure production processes meet technical specifications and quality standards • Oversee operational budgets and cost management • Implement continuous improvement and production efficiency initiatives • Collaborate with product development and sourcing teams to support manufacturability
Critical work functions	• Alignment of product design with manufacturing capability • Integration of production planning with supply chain operations • Management of domestic and offshore manufacturing networks • Maintenance of product quality and compliance standards • Continuous improvement of operational performance

3. Technical skills

Production management	Manage manufacturing processes used in textile, apparel and footwear production.
Production planning and scheduling	Develop production schedules aligned with demand and capacity.
Quality assurance systems	Implement quality control and product specification compliance.
Manufacturing systems and processes	Understand industrial sewing, cutting, assembly and finishing processes.
Supplier and contractor management	Coordinate domestic and offshore production partners.
Cost and productivity management	Monitor production costs, efficiency and operational performance.
Operational compliance	Ensure compliance with WHS, environmental and industry regulations.

4. Generic Skills

Leadership	Lead production teams and operational managers.
Communication	Coordinate effectively with product development, supply chain and commercial teams.
Problem solving	Resolve production issues affecting quality, delivery or cost.

Planning and organisation	Manage complex production schedules and operational resources.
Collaboration	Work closely with design, sourcing and logistics teams.
Decision making	Make operational decisions in dynamic production environments.

5. Emerging skills

Emerging skills	• Digital production planning and manufacturing management systems • Automation and advanced manufacturing technologies • Sustainable manufacturing practices and resource efficiency • Supply chain traceability and responsible sourcing systems • Integration of product lifecycle management (PLM) with manufacturing operations • Data-driven production performance monitoring
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6. VET Qualifications and Skill Sets

Entry-level preparation	BSB50120 Diploma of Business or equivalent including in engineering, and fashion
Advanced development	BSB60120 Advanced Diploma of Business or equivalent including in engineering or fashion and / or bachelor's degree in engineering, manufacturing management, supply chain management, fashion or related discipline.

7. Job progression

Possible job progression	Production Supervisor → Production Manager → Operations Manager → Director - Operations / Manufacturing
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8. Classification

Australian Qualifications Framework	AQF Level 5-7
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 1-2
Open Source Classification of Occupations for Australia (OSCA)	Operations Manager - Manufacturing context



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