



Murray Hume

Operations Manager

What does your job entail?

In my role, I have responsibility for the packaging site which includes all safety, quality, outputs and cost matters associated with the site and its people. We have over 140 people who work on site across a 24/7 period.

Outline your career to date

I was an operator in Kilmarnock (Bottling plant) for 4 years, part of which was driving an FLT. I moved to Hurlford (Warehousing) and became a stock handler – loading/unloading containers, managing stock. I did this for 7 years before moving into an office role managing the documentation for shipments and stock. Various roles within logistics followed including compliance, supervisory roles and project work. I moved into a management role looking after the planning and despatch teams which I did for 2 years. After 14 years at Hurlford, I moved to Shieldhall (bottling plant) as team leader on the lines. Various project roles later saw me move back to Kilmarnock to be Weekend Shift manager for a year and then back to do the same job at Shieldhall which I did for 3 years. I then moved to the Operations Manager role at Shieldhall responsible for the Johnnie Walker lines. 3 years later I moved to Belfast to become Operations Manager at Baileys Mallusk before moving to be Operations Manager at Belfast Packaging where I have been for the past 19 months.

What are your qualifications?

I left school with 7 O levels and 3 Highers (It was a while ago!) and have subsequently studied Open University modules in Business Management and Technology Management. I have my NEBOSH certificate and have also been part of many Diageo training programmes involving people skills, leadership and functional training.

What qualities are required for your job?

I feel that you need to be a good listener, lead by example and trust others to do their job. Be able to coach and guide people where required. Also, have a drive to be the best at all times and want to succeed in everything you do. Continually drive forward, learn and adapt your style on the situation and person. Making sure you have an impact and influence on others
Also, to remain grounded. I started my career as an operator and worked hard to get to a senior role within the company but never forgot where it started for me.

What is the best advice you have ever received?

Never ask someone to do something you wouldn't be prepared to do yourself.

What do you like to do in your spare time?

I enjoy watching sports, walking, spending time with my family – especially holidays.

Who has inspired you most in your life?

I've been inspired by many people through my life – professionally and personally – for various reasons on a truly positive note but I would say a former manager, Adam Mair. He gave me my opportunity as a senior manager but also demonstrated what great leadership was to the entire team I worked with and gave me inspiration to perform and give my all for him and to aspire to be as great a leader as he is.

Tell us an interesting fact about yourself

I've played football at professional level.