

**Terms of Reference (ToR) for Hiring of Human Resource for Mahananda Jeevika Agri  
Producer Company Ltd. for Tea Factory Operations**

**A. Background**

Mahananda Farmer Producer Company is a women tea grower collective nurtured by JEEViKA in Pothia block of Kishanganj, Bihar. A government owned Tea Processing & Packaging Unit is in Kalidas Kismat, Pothia, Kishanganj in 10 acres with weighing, drying, cutting & crushing, fermenting, separator, sorting-grading, storage and packaging facility. The tea processing unit has been handed over to JEEViKA for operational purpose and JEEVIKA has resolved to assign Mahananda FPC to operate the unit. To ensure the efficient and effective management of the Tea Factory by Mahananda FPC, on-boarding of competent human resource is needed.

- B. Objectives-** The primary objective of the Terms of Reference (ToR) is to outline the roles, responsibilities, qualifications and selection criteria for the various positions of Human Resources for the Mahananda FPC. The detailed requirement of human resource for operationalizing the Tea Factory is listed as below: -

**1. Operations Manager – Tea Manufacturing**

**Job Title:** Operations Manager – Tea Manufacturing

**Location:** Kishanganj

**Department:** Operations & Production

**Reports To:** Chief Executive (CE), Mahananda FPC

**Job Summary:**

The Operations Manager will oversee the end-to-end manufacturing process of tea, ensuring efficiency, quality, and compliance with industry standards. This role covers critical functions from receiving of Green leaf, withering to distribution, optimizing workflow, managing teams, and maintaining product consistency.

**Key Responsibilities:**

- **Withering & Processing:**
  - Monitor withering processes to achieve optimal moisture reduction.
  - Ensure proper rolling and oxidation of tea leaves for desired flavour and aroma.
  - Oversee drying and fixation techniques to maintain product quality.
- **Quality Control & Compliance:**
  - Implement physical and chemical testing of tea products.
  - Ensure compliance with FSSAI, Tea Board of India, and ISO standards.
  - Work closely with quality assurance teams for consistency in taste, colour, and aroma.

- **Sorting & Packaging:**
  - Supervise sorting and grading of tea leaves based on quality parameters.
  - Ensure accurate and hygienic packaging to maintain freshness and prevent contamination.
- **Storage & Warehousing:**
  - Manage inventory control and stock rotation for optimal freshness.
  - Ensure proper storage conditions in climate-controlled warehouses.
- **Logistics & Distribution:**
  - Oversee outbound shipments to distributors, retailers, and e-commerce channels.
  - Work closely with transport providers to ensure timely and cost-effective delivery.
- **Process Improvement & Cost Optimization:**
  - Identify inefficiencies in the production cycle and implement continuous improvement strategies.
  - Optimize costs by reducing waste, improving resource utilization, and implementing lean manufacturing principles.
- **Team Management & Training:**
  - Lead and mentor production staff to ensure smooth daily operations.
  - Conduct training programs for process improvement and adherence to quality standards.

#### **Qualifications & Skills:**

- Graduation in any stream or Bachelor's degree in Agriculture, Food Technology, Supply Chain Management, or a related field.
- Minimum 5 years of experience in Black tea manufacturing and production management.
- Proficiency in MS-Office, ERP systems, and production management tools.
- Strong problem-solving, analytical, and leadership skills.
- Knowledge of HACCP, FSSAI, and ISO 22000 regulations.

#### **Preferred Certifications:**

- Supply Chain Certification.
- ISO 22000 Food Safety Certification.

#### **Work Environment:**

- Manufacturing plant and warehouse operations.
- Coordination with production, quality, and logistics teams.
- Adherence to strict hygiene and safety protocols.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹40,000
- Performance-based incentives.
- Professional development and leadership training.

**2. Assistant Operations Manager – Tea Manufacturing**

**Job Title:** Assistant Manager – Tea Manufacturing

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operations Manager

**Job Summary:**

The Assistant Manager will support the Operations Manager in overseeing the tea manufacturing process, ensuring quality control, efficiency, and adherence to industry standards. This role involves assisting in production, inventory management, compliance, and process optimization.

**Key Responsibilities:**

- **Production & Process Support:**
  - Assist in monitoring withering, rolling, oxidation, drying, and plant maintenance schedules.
  - Ensure smooth workflow and troubleshoot production issues.
  - Coordinate with teams to maintain operational efficiency.
- **Quality Control & Compliance:**
  - Support quality assurance teams in physical and chemical testing of tea.
  - Ensure adherence to FSSAI, Tea Board of India, and ISO standards.
  - Maintain hygiene and safety protocols in manufacturing.
- **Sorting, Packaging & Inventory Management:**
  - Assist in overseeing sorting, grading, and packaging operations.
  - Track inventory levels and support stock rotation for freshness.
  - Maintain accurate records of production batches and storage conditions.

- **Logistics & Distribution Coordination:**

- Assist in managing outbound shipments and transportation schedules.
- Work with logistics teams to ensure timely and efficient deliveries.

- **Process Optimization & Cost Management:**

- Identify areas for efficiency improvement and waste reduction.
- Support implementation of lean manufacturing techniques.

- **Team Coordination & Training:**

- Assist in training and supervising production staff.
- Support workforce management and daily task allocation.

**Qualifications & Skills:**

- Graduation in any stream.
- Minimum 3 year of experience in Black Tea manufacturing operations.
- Proficiency in MS-Office, ERP systems, and production management tools.
- Strong problem-solving, analytical, and organizational skills.
- Knowledge of HACCP, FSSAI, and ISO 22000 regulations.

**Work Environment:**

- Manufacturing plant and warehouse operations.
- Coordination with production, quality, and logistics teams.
- Adherence to hygiene and safety protocols.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹22000/-
- Performance-based incentives.
- Professional development and training opportunities.

### **3. CTC Operator**

**Job Title:** CTC and CFM Operator – Tea Manufacturing

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operations Manager

**Job Summary:**

The CTC and CFM Operator will be responsible for overseeing the crucial initial stages of tea processing. This role ensures proper CTC cut adjustment consistent CTC Feed supervision, he will ensure no spillage from CTC machines and will supervise proper cleaning of Santoor and will ensure that CFM feed is uniform to achieve the desired tea quality. The incumbent will maintain process parameters, supervise staff, and ensure compliance with industry standards and quality benchmarks.

**Key Responsibilities:**

- **CTC Monitoring:**
  - CTC Cut Adjustment.
  - CTC Roller change duties.
  - CTC Maintenance and CTC Cleaning.
- **CFM Control:**
  - Oversee CFM Feed.
  - Oversee CFM Belt alignment.
  - Work closely with quality teams to ensure consistency in aroma, taste, and colour.
- **Equipment Maintenance & Troubleshooting:**
  - Supervise routine maintenance of CTC machines, CFM machine and oxidation chambers.
  - Identify operational bottlenecks and coordinate with the maintenance team for timely resolution.
- **Team Leadership & Training:**
  - Supervise production workers involved in Rotor vane, CTC, and CFM.
  - Attend training sessions on process improvements and quality maintenance.

**Qualifications & Skills:**

- Secondary or Higher Secondary or equivalent or ITI in any stream.
- Minimum 3 years of experience in tea processing.
- Proficiency in CTC machine handling, CTC adjustment, Roller changing and process monitoring tools.

**Work Environment:**

- Tea processing plant environment.

- Coordination with production, quality, and maintenance teams.
- Adherence to strict hygiene and safety protocols.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹15,000
- Performance-based incentives.
- Professional development and training opportunities.

#### **4. Dryer Operator**

**Job Title:** Dryer Operator – Tea Manufacturing

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operations Manager

**Job Summary:**

The Drying Operator will oversee the critical drying stages of tea manufacturing, ensuring moisture reduction, enzyme deactivation, and flavour preservation. This role involves managing drying equipment and heater supervision, maintaining optimal temperature for drying process, and ensuring compliance with quality and safety standards.

**Key Responsibilities:**

- **Drying Process Management:**
  - Supervise drying operations to achieve optimal moisture content.
  - Ensure uniform drying to maintain tea quality and flavour.
  - Monitor temperature and airflow for consistent drying efficiency.
- **Equipment Maintenance & Troubleshooting:**
  - Supervise maintenance and calibration of drying equipment.
  - Identify operational bottlenecks and coordinate with the maintenance team for timely resolutions.
  - Ensure optimal machine efficiency to minimize energy consumption and maximize output.
- **Team Leadership & Training:**
  - Supervise production workers involved in drying and fixation.

- Attend training sessions on best practices for drying processes.
- Implement process improvements to enhance efficiency and quality.

### **Qualifications & Skills:**

- Secondary or Higher Secondary or equivalent or ITI in any stream.
- Minimum 3 years of experience in tea processing.
- Proficiency in production tracking systems, and process monitoring tools.
- Strong problem-solving, analytical, and leadership skills.

### **Work Environment:**

- Tea processing plant environment.
- Coordination with production, quality, and maintenance teams.
- Adherence to strict hygiene and safety protocols.

### **Age**

- 25-55 years of Age.

### **Remuneration & Benefits:**

- Remuneration- ₹15,000
- Performance-based incentives.
- Professional development and training opportunities.

## **5. Sorting & Packaging In charge**

**Job Title:** Sorting & Packaging Incharge – Tea Manufacturing

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operations Manager

### **Job Summary:**

The Sorting & Packaging Incharge will oversee the sorting and packaging processes in tea manufacturing to ensure product consistency, quality, and efficiency. This role involves managing sorting operations, supervising packaging techniques, ensuring compliance with regulatory standards, and optimizing workflow to maintain product integrity.

### **Key Responsibilities:**

- **Sorting Process Management:**
  - Ensure uniformity in sorting to meet market and export standards.

- Maintain efficiency and consistency in automated and manual sorting techniques.
- **Packaging Operations:**
  - Oversee packaging procedures to ensure proper sealing, stitching, stencilling, and hygiene standards.
  - Ensure the correct use of materials to maintain freshness and prevent contamination.
  - Monitor packaging weights and specifications for compliance with regulations.
- **Inventory & Materials Management:**
  - Maintain inventory of packaging materials and coordinate with procurement for timely restocking.
  - Monitor stock levels and ensure optimized usage of packaging resources.
  - Ensure proper documentation of packaging batches and material usage.
- **Equipment Maintenance & Troubleshooting:**
  - Supervise maintenance and calibration of sorting and packaging equipment.
  - Identify operational bottlenecks and coordinate with maintenance teams for resolution.
  - Ensure optimal machine efficiency and minimal downtime.
- **Team Leadership & Training:**
  - Supervise production workers involved in sorting and packaging.
  - Conduct training sessions on best practices for sorting and packaging operations.
  - Implement process improvements to enhance efficiency and quality.

#### **Qualifications & Skills:**

- Secondary or Higher Secondary or equivalent or ITI in any stream.
- Minimum 3 years of experience in sorting and packaging operations, preferably in tea manufacturing.
- Proficiency in production tracking systems, and process monitoring tools.
- Strong problem-solving, analytical, and leadership skills.

#### **Work Environment:**

- Tea processing plant environment.
- Coordination with production, quality, and logistics teams.



- Adherence to strict hygiene and safety protocols.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹14,000/-
- Performance-based incentives.
- Professional development and training opportunities.

## **6. Machine Operator (Electrician)**

**Job Title:** Electrician – Tea Factory

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operation Manager

**Job Summary:**

The Electrician will be responsible for maintaining and troubleshooting electrical systems within the tea factory. This role involves ensuring the smooth operation of electrical machinery, performing routine inspections, and responding to breakdowns to minimize production downtime. The Electrician will also ensure compliance with safety standards and regulations.

**Key Responsibilities:**

- **Electrical Maintenance & Repairs:**
  - Inspect, maintain, and repair electrical systems, including wiring, circuits, and control panels.
  - Troubleshoot and resolve electrical faults in tea processing machines, lighting systems, and power distribution.
  - Ensure uninterrupted power supply to critical machinery such as withering, rolling, drying, and packaging equipment.
- **Installation & Upgrades:**
  - Assist in the installation of new electrical equipment and wiring.
  - Upgrade existing electrical systems for improved efficiency and safety.
  - Ensure all electrical work aligns with industry and factory standards.
- **Safety & Compliance:**
  - Adhere to electrical safety protocols and regulations.
  - Conduct routine inspections to identify and mitigate electrical hazards.

- Maintain proper documentation of maintenance work, repairs, and safety procedures.
- **Preventive Maintenance:**
  - Develop and implement preventive maintenance schedules for all electrical systems.
  - Test and calibrate electrical components to ensure operational efficiency.
  - Collaborate with maintenance teams to minimize downtime and optimize production.
- **Emergency Response:**
  - Respond promptly to electrical emergencies and breakdowns.
  - Work closely with production teams to minimize operational disruptions.
  - Ensure quick diagnosis and resolution of electrical failures.

#### **Qualifications & Skills:**

- Secondary or Higher Secondary or equivalent or ITI in any stream.
- Minimum 3 years of experience in industrial electrical maintenance, preferably in tea processing industries.
- Strong knowledge of electrical circuits, control panels, PLC systems, and factory automation.
- Ability to read and interpret electrical diagrams and blueprints.
- Strong troubleshooting and problem-solving skills.

#### **Work Environment:**

- Factory setting with exposure to electrical systems and industrial machinery.
- Requires physical work, including handling tools and equipment.
- Adherence to strict safety and hygiene protocols.

#### **Age**

- 25-55 years of Age.

#### **Remuneration & Benefits:**

- Remuneration- ₹18,000/-
- Performance-based incentives.
- Professional development and training opportunities.

## **7. Machine Operator (Fitter)**

**Job Title:** Fitter – Tea Factory

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operation Manager

### **Job Summary:**

The Fitter will be responsible for the installation, maintenance, and repair of all mechanical machinery and equipment used in the tea factory. This role involves ensuring the efficient operation of machines involved in withering, rolling, oxidation, drying, sorting, and packaging processes. The Fitter will play a critical role in minimizing downtime and maintaining production efficiency.

### **Key Responsibilities:**

- **Machinery Installation & Maintenance:**
  - Install, inspect, and maintain tea processing machinery, including withering troughs, rollers, dryers, oxidation chambers, sorting, and packaging equipment.
  - Conduct regular maintenance checks and lubrication of mechanical components.
  - Ensure CTC roller change is done within 60 hours of CTC Operations
  - Diagnose faults and perform timely repairs to prevent operational disruptions.
- **Troubleshooting & Repairs:**
  - Identify and rectify mechanical issues in tea factory equipment.
  - Work with the electrical team to address combined mechanical and electrical problems.
  - Ensure minimal downtime by executing prompt repair solutions.
- **Preventive Maintenance & Safety:**
  - Implement a preventive maintenance schedule to enhance machine longevity.
  - Ensure compliance with factory safety standards and procedures.
  - Maintain proper documentation of maintenance activities and repairs.
- **Equipment Upgrades & Modifications:**
  - Recommend and implement improvements to enhance machine efficiency.
  - Assist in installing new machinery and modifying existing equipment for better performance.
- **Collaboration & Team Support:**

- Work closely with production teams to understand machine performance needs.
- Coordinate with suppliers and vendors for spare parts procurement.
- Train junior fitters or operators on proper machine handling and maintenance.

**Qualifications & Skills:**

- Secondary or Higher Secondary or equivalent or ITI in any stream.
- Minimum 3 years of experience in industrial machine maintenance, preferably in tea processing industries.
- Proficiency in mechanical fitting, and welding, fabrication.
- Ability to read and interpret mechanical blueprints and technical diagrams.
- Strong troubleshooting and problem-solving skills.

**Work Environment:**

- Factory setting with exposure to industrial machinery and mechanical components.
- Requires physical work, including lifting, fitting, and assembling mechanical parts.
- Adherence to strict safety and hygiene protocols.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹20,000/-
- Performance-based incentives.
- Professional development and training opportunities.

**8. Weighbridge Incharge:**

**Job Title:** Weighbridge Incharge – Tea Factory

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operations Manager

**Job Summary:**

The Weighbridge Incharge will be responsible for overseeing the accurate weighing of inbound and outbound goods, ensuring compliance with quality and regulatory standards. The role involves operating the weighbridge system, maintaining records, and coordinating with warehouse, logistics, and quality control teams to ensure seamless operations.

**Key Responsibilities:**

- **Weighbridge Operations:**
  - Operate the weighbridge system efficiently to weigh incoming and outgoing shipments.
  - Ensure accurate weight recording of all tea consignments.
  - Verify and document vehicle details, weight slips, and load distribution.
- **Data Recording & Documentation:**
  - Maintain accurate and up-to-date records of all weighbridge transactions.
  - Prepare reports on daily weight movements and stock reconciliation.
  - Ensure compliance with legal metrology regulations for weighbridge operations.
- **Logistics & Coordination:**
  - Liaise with warehouse and transport teams for smooth vehicle movement.
  - Prevent overloading and ensure proper load distribution in compliance with regulations.
  - Assist in resolving disputes related to weight discrepancies.
- **Maintenance & Safety:**
  - Conduct regular calibration and maintenance of weighbridge equipment.
  - Identify and report technical issues for timely resolution.
  - Ensure a clean and safe working environment around the weighbridge area.

**Qualifications & Skills:**

- Secondary or Higher Secondary in any stream.
- Minimum he should have intermediate certificate in any stream.
- Minimum 2 years of experience in weighbridge operations.
- Proficiency in weighbridge software, MS-Office, and data entry.
- Strong attention to detail and accuracy in recording data.
- Good communication and coordination skills.

**Work Environment:**

- Warehouse and outdoor weighbridge operations.

- Requires handling of logistics coordination and documentation.
- Adherence to safety and hygiene protocols is mandatory.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹12,000
- Performance-based incentives.
- Professional development and training opportunities.

**9. Assistant Manager (Green Leaf Quality Control)**

**Job Title:** Assistant Manager (Green Leaf Quality Control) - Tea Factory

**Location:** Kishanganj

**Department:** Operation & Production

**Reports To:** Operational Manager

**Job Description:**

Looking for a result-oriented & performance driven professional with rich experience in Green Leaf procurement, Green Leaf Supplier handling, Leaf Analysis. Daily Green Leaf program assessment, trough house management, leaf spreading and proper documentation.

- Proficient in maintaining & controlling quality standards to check all site activities; implementing QA / QC process to monitor incoming & in-process activities on various products & records / documents.
- Expertise in performing testing activities to ensure that quality of incoming Green Leaf are in compliance with pre-set technical specifications.
- Review and preparation of records like Raw material register, RG1, Tea Waste register to ensure smooth operations.
- Comprehensive knowledge of FSSAI requirement & regulations for pesticides.
- A forward-thinking person with excellent communication, analytical & time management skills; exceptionally well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals.

**Key Skills:**

- Quality Management
- FSSAI
- ISO/HACCP
- TRUSTEA

**Qualification & Experience:** Graduate in any stream or degree and a minimum 5 years of experience in Tea Processing unit would be preferred.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹20,000
- Performance-based incentives.
- Professional development and training opportunities.

**10. Accountant – Tea Factory**

**Job Title:** Accountant Officer – Tea Factory

**Location:** Kishanganj

**Department:** Operations & Production

**Reports To:** Operations Manager.

**Job Summary:**

The Accounts Officer will be responsible for overseeing financial transactions, maintaining accurate records, and ensuring compliance with financial regulations within the tea factory. This role involves managing accounts, preparing financial reports, and optimizing budget allocations to enhance operational efficiency.

**Key Responsibilities:**

- **Financial Management & Accounting:**
  - Maintain and update financial records, including invoices, payments, and accounts reconciliation.
  - Prepare and process payroll, vendor payments, and tax calculations.
  - Ensure compliance with accounting principles, financial policies, and regulatory requirements.
- **Budgeting & Cost Control:**
  - Assist in budget planning and allocation of resources.
  - Monitor expenditures and ensure cost efficiency in factory operations.
  - Analyze financial data to support decision-making and cost reduction strategies.
- **Taxation & Compliance:**
  - Ensure timely filing of GST, TDS, and other statutory taxes.
  - Maintain compliance with local tax laws and financial regulations.
  - Liaise with auditors and regulatory bodies for financial reporting.
- **Reporting & Analysis:**

- Prepare monthly, quarterly, and annual financial statements.
- Conduct financial analysis to track performance and profitability.
- Provide insights and recommendations for financial planning and forecasting.
- **Vendor & Supplier Coordination:**
  - Manage vendor payments and maintain supplier accounts.
  - Negotiate payment terms and track outstanding dues.
  - Ensure accuracy in procurement and inventory cost recording.

**Qualifications & Skills:**

- At least Bachelor's degree in Finance, Accounting, or a related field.
- Minimum 2 years of experience in finance and accounting, preferably in manufacturing or FMCG industries.
- Strong knowledge of accounting software (Tally, QuickBooks, SAP, or similar ERP systems).
- Proficiency in MS-Excel, financial analysis, and tax compliance.
- Excellent analytical, problem-solving, and organizational skills.

**Work Environment:**

- Office-based role within a tea factory environment.
- Collaboration with finance, procurement, and operational teams.
- Adherence to strict financial policies and audit regulations.

**Age**

- 25-55 years of Age.

**Remuneration & Benefits:**

- Remuneration- ₹25,000/-
- Performance-based incentives.
- Professional development and training opportunities.