

## Position Description

<b>Position Title:</b>	<b>Processing Manager</b>
<b>Reports to:</b>	Head of Operations and Supply Chain
<b>Direct Reports:</b>	Team Lead
<b>Full/Part time:</b>	Permanent Full Time Position
<b>Location:</b>	364B Lumsden Road, Ohinewai
<b>Key Relationships:</b>	<ul style="list-style-type: none"><li>▪ Abodo Whanau specifically Sales, ops and production teams</li><li>▪ Key suppliers</li><li>▪ Key customers</li></ul>

### Main Purpose (Summary)

Provide leadership to create a safe working operations environment that delivers to Abodo's production and warehousing strategy

### What you will do (Key accountabilities and tasks)

On a day-to-day basis, the role will:

#### Leadership and People

- Cascade Abodo's strategy, inspire and motivate teams to lift performance and work together towards clear team and individual goals that deliver "Better Tomorrow"
- Through recruitment, coaching, development, performance management, talent and succession planning, build the people capability required to deliver sustainable performance
- Lead and role model our Abodo values

#### Health & Safety Accountabilities

- Lead in building a Health and Safe culture within Abodo.
- Fully participate to build safe work environment and operating procedures.
- Lead and participate in Health and Safety activities such as Health & Safety walkarounds, hazard identification and risk assessment processes in line with company procedures and processes
- Report and manage the outcomes of any incidences timely and share learning across the network
- When a team member is injured, work closely with our insurers ensure full participation of the workforce, compensation and return to work processes
- Comply with responsibilities as detailed in the Health & Safety management system.
- Lead the process to proactively identify and report all hazards and incidents.
- Participate fully in the Health & Safety improvement process.

#### Operational Excellence

- Accountable for compliance to all SOPs, policies & procedures to ensure the safe, efficient and secure processing and warehousing of products
- Accountable for 100% compliance for all employees to the required training and approved SOPs
- Ensure relevant systems are in place to process inward and outward product accurately and within specified time frames
- Accountable for accurate reporting information on production, despatches, safety issues and other agreed KPIs for the sites
- Ensure that all legislative requirements and Company requirements and remedial actions are implemented in a timely and cost-effective manner and compliance is maintained

- Accountable for utilising and adhering to the FSC, MPI updates, Risk Management Programme and Secure Export Supplier Agreement
- Accountable for site performance against all internal and external audit standards and implementation of any identified remedial actions
- Accountable for ensuring Business Continuity Plans are developed and maintained for site where required
- In conjunction with the rest of the operations leadership team, ensure work patterns meet operational requirements.
- Contribute to enhancement and development of SOP's in conjunction with operational teams

#### Financial

- Develop, gain approval for and ensure the achievement of annual budgets and forecasts, operating plans and Key Performance Indicator (KPI) requirements all fall within approved spend for the site.
- Ensure inventory accuracy through daily cycle counts, inventory adjustments, and investigations in discrepancies, reporting all variances with action plan to as required.
- Responsible for Capex proposals for improvements to operations
- Ensure accurate reporting of current stock against budgeted targets.
- Ensure accuracy of quarterly stock takes as required.
- Ensure effective movement of stock between warehouses and outlying sites.
- Ensure annual stock shrinkage cost does not exceed budgeted amount and is approved prior to being written off
- Ensure all stock in store is accurately reflected in Timber Smart

#### Operational

- Actively engaged in the planning of the site to provide structure to the operations.
- Plan and implement how the each site will function – production, inbound, in store, outbound.
- Work with processors to standardize internal and outsourced operations and where needed ensuring site specific SOP's are developed.
- Responsible for all KPI reporting requirements for production and warehousing.
- Manage Materials Handling fleet- maintenance; consumables; utilisation; performance.
- Manage and support the accurate use of the Timber Smart
- Accountable for ensuring all equipment maintenance is completed in a compliant, timely, cost effective and sustainable manner

#### Customer Focus

- Develop & maintain a culture of customer service both internally and with third parties that result in optimal customer satisfaction.
- Ensure the customer experience is exceptional, ensuring regulatory requirements and compliance functions are adhered to.
- Identify and implement initiatives to continuously improve customer service levels.
- Develop and maintain a culture of getting it 'Right First Time' - focussed on satisfying and surpassing our customers' needs, that provides an ongoing competitive advantage.
- Meet all customer complaint requirements
- Manage visits to site to ensure H&S and operational efficiency are maintained
- Maintain and develop relationships with wider Abodo network, and relevant processing 3rd party sites to ensure consistent quality of production

#### **What you will bring – (Technical and role related experience)**

- Extensive experience running wood processing machinery planer, bandsaw, finger jointer, laminator and coating

- Great team leadership at operations level, ability to motivate and drive productivity on the shop floor
- Strong compliancy background H&S, MPI and FSC
- Budgeting and Cost management
- Business Case for Capital Projects
- Problem Solving
- Supplier Management

**What you will be valued for – (Core competencies)**

These are skills and behaviours that are important for success in this role.

**Customer Focus:** Timely and accurate processing of transactions to support better customer experience.

**Instils Trust:** Follows through on commitments. Is seen as direct and truthful. Keeps confidences. Practices what he/she preaches. Shows consistency between words and actions.

**Interpersonal Savvy:** Relates comfortably with people across levels, functions, culture and geography. Acts with diplomacy and tact. Builds rapport in an open, friendly and accepting way. Builds constructive relationships with people both similar and different to self. Picks up on interpersonal and group dynamics

**Plans and Aligns:** Planning and prioritizing work to meet commitments aligned with organizational goals

**Decision quality:** Making good and timely decisions that keep the organization moving forward

**What is important to us - (Our Values)**

Our Values are about why and how we do things and how they form the foundation of our culture.

**It Will Be OK**

We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services

**Customer Spotlight**

Our entire team recognises the importance of customers. We manage their expectations to see them exceeded

**Solid Bond**

Like a perfectly formed finger joint we will work together to get a better result. We are a family and we treat each other with respect

**Future Thinkers**

We will actively seek to provide solutions to our customers problems and our own internal problems with a spirit of innovation

**Walking the Talk**

We don't just supply sustainable products. We will bring sustainability into the way we work and where we work

The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created:

PD Last updated:

Manager:  
(Signature)

Position Holder:  
(Signature)

Updated by: