

Team Leader Operations and Processing

Location: Wellington

Reports to: Manager, OSPRI Support and Customer Service

Direct Reports: Yes

About us

Established in 2013, OSPRI New Zealand Ltd (OSPRI) is an integrated service provider, providing end to end disease management expertise, services, and systems, scalable up to national level.

As a not-for-profit limited company, OSPRI is owned by three industry shareholders – DairyNZ, Beef+Lamb, Deer Industry NZ, OSPRI is funded by levies and Government investment through the Ministry for Primary Industries (MPI).

OSPRI was established for the benefit of primary industry shareholders and its worth lies in creating demonstrable value for them. The OSPRI value statement describes the very essence of the organisation, why OSPRI exists and the benefit it provides to its stakeholders.

Farmers and markets can depend on us to provide assurance as to animal health and status of animals.

Our key strategic outcomes are:

- Animal diseases for which we have primary responsibility are managed to agreed outcomes
- Full traceability of the animals within the National Animal Identification and Traceability scheme

These two outcomes stand together because OSPRI's future success depends on effective disease management which is underpinned by a comprehensive and reliable traceability system.

Organisation alignment

The Corporate Services | Ratonga Rangatōpū Group is responsible for delivering organisation-wide enabling functions, including corporate functions such as Finance and Procurement. This group has several outward facing roles to support customer engagement and quality, compliance and assurance.

The OSPRI Support Centre is a significant customer touchpoint and value-add to the traceability system of New Zealand and often defines the customer experience of OSPRI. The OSPRI Support Centre provides accurate and timely advice, information and support to OSPRI customers and stakeholders and delivers a range of administrative and compliance processes and procedures integral to the successful implementation of the National Pest Management Plan and the NAIT Scheme.

What you will do

PURPOSE OF THE POSITION

To lead a team and manage the delivery of operations and processing activity in accordance with agreed service and quality levels

The role of the Team Leader Operations and Processing is to provide team members with the support, development, and tools they require to deliver efficient and effective operational and processing outcomes and a high quality of customer service. The Team Leader will monitor and analyse the team's performance against agreed service level standards and quality metrics to ensure processing and service expectations are met.

The Team Leader Operations and Processing will also identify, consider and implement opportunities to deliver operational and processing activity differently and more effectively and efficiently.

All positions ensure the health, safety, and overall well-being of yourself, colleagues, and all individuals present in the workplace or affected by work activities by utilising OSPRI's policies and processes.

OVERALL ACCOUNTABILITIES

- Leads a team to deliver inbound services to agreed service levels and quality standards.
- Champions continuous improvement in the way services are delivered.
- Actively identifies opportunities to deliver services more efficiently and effectively and to maximise the use of available resources.
- Evaluates the effectiveness of inbound services, identifying opportunities to improve business processes and service delivery.
- Ensures team members have the tools and support required to deliver services to agreed service levels and standards.
- Ensures team members follow approved policy, processes, and procedures.
- Assesses quality in accordance with quality standards and framework.
- Provides coaching and training in accordance with agreed quality and training programmes and individual needs.

Your background

Professional / Technical Skills and Knowledge

- Understands the agricultural and farming sectors within New Zealand and keeps up to date with the economic, political, and environmental issues affecting OSPRI customers.
- Technical understanding of change management, design thinking, agile and /or other related disciplines
- Facilitation and workshop experience

Essential skills and experience

- Proven experience in leading a team in an operations and processing environment
- Track record in managing performance, coaching and developing team members
- Experience in the development, preparation and monitoring of operations and service delivery performance measures and of reporting against these
- Proven experience in developing, maintaining and optimising business processes to enable effective and efficient processing
- Ability to plan and manage resources effectively and efficiently and to meet changing operational priorities
- Effective problem solver with ability to develop and implement innovative solutions
- Excellent verbal, written and interpersonal communication skills
- Experience leading through change

Required Attributes (may be obtained whilst in role)

- Ability to qualify as an Authorised Person under the Biosecurity Act 1993 to administer, implement and manage the Biosecurity (NPMP) Order 1998
- Exhibit competence, knowledge and skills relating to the law, policy and procedure relating to the Biosecurity Act 1993, NAIT Act 2012, NPMP and OSPRI New Zealand policy
- Ability to qualified as an Authorised Person under the NAIT Act 2012

Personal attributes

- Proactive with a can-do attitude with good inter-personal skills
- Demonstrates a collaborative working style and is a team player
- Bold, ambitious and looks for innovative ways to deliver business outcomes
- Unafraid to ask the difficult questions and asks why / why not?
- An effective leader

The position competencies:

Reference: Korn Ferry Leadership Architect – version 14.3c December 2017

THOUGHT		
Customer Focus Building strong customer relationships and delivering customer-centric solutions.	Manages Complexity Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.	Decision Quality Making good and timely decisions that keep the organisation moving forward.
RESULTS		
Action Oriented Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.	Resourcefulness Securing and deploying resources effectively and efficiently.	Ensures Accountability Holding self and others accountable to meet commitments.
Drives Results Consistently achieving results, even under tough circumstances.		
PEOPLE		
Collaborates Building partnerships and working collaboratively with others to meet shared objectives.	Communicates Effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.	
SELF		
Instill Trust Gaining the confidence and trust of others through honesty, integrity and authenticity.	Self-Development Actively seeking new ways to grow and be challenged using both formal and informal development channels.	Being Resilient Rebounding from setbacks and adversity when facing difficult situations.