

Operational Delivery Manager

Location: Various, Nationwide

Reports to: Implementation Manager

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 demonstratable 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

TB testing forms an important part of the TB national pest management programme's objective to eradicate bovine tuberculosis from New Zealand. The test is the primary screening test for TB and helps confirm the presence and absence of disease from deer and cattle herds across New Zealand.

The TB testing programme is responsible for delivering the on-farm TB tests for the TBfree programme, a critical component of the functional surveillance system that operates alongside movement restrictions and the Vector control programme.

Direct Reports: Yes

What you will do

PURPOSE OF THE POSITION

The Operational Delivery Manager is responsible for providing leadership and direction for TB testing operations.

This role works to operationalise the TB testing programme by ensuring it meets OSPRI's programme objectives. It works to ensure the programme's overall integrity, accountability, and reporting. This position is responsible for managing and delivering work at both tactical and operational levels while collaborating to shape and drive strategic focus at a senior management level. Importantly, this role will lead and develop a high-performing team that effectively and efficiently delivers the TB testing programme and other related initiatives. Additionally, providing direction and support to ensure team members are engaged, accountable, and aligned with OSPRI's values and performance expectations.

Key responsibilities include ensuring the on-time and within-budget delivery of the TB testing operations, including forecasting and resource planning to support the sustainable delivery of the TB testing programme. This includes conducting regular programme reviews to assess performance, foster continuous improvement, and optimise resource utilisation.

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

- Operational leadership of TB testing operations.
- Leading and developing the TB testing team to ensure the KPIs are delivered to the highest standard.
- Taking a human-centred approach to leadership and ensuring direct reports are well supported to achieve successful business outcomes.
- Overseeing workforce planning for the programme, including monitoring, analysing and reporting the outcomes.
- Enabling teams and support functions to effectively carry out their required responsibilities for the management of the TB testing programme.
- Overseeing the direction of TB testing, proactively monitoring the progress, resolving issues, and

initiating appropriate action when required.

- Management of logistics and procurement.
- Understanding and working towards effective solutions for challenges faced by shareholders, stakeholders and OSPRI.
- Planning and prioritising work to meet commitments aligned with organisational goals.
- Any other duties as directed by management to support the successful outcomes of the team.

Your background

Professional / Technical Skills and Knowledge

Applies the breadth of knowledge and understanding in position-related area achieved through study and/or experience.

Essential skills and experience

- Demonstrated experience leading a diverse and geographically distributed team.
- Understanding of disease management practices will be an advantage.
- Proven experience in logistics management, with a strong understanding of lean management principles.
- Effective stakeholder and multi-agency management with sound relationship skills.
- At least 2 years' experience in a senior role within a complex environment.
- Strong relationship management experience with both internal and external stakeholders.
- The ability to build and maintain key business relationships and high-performing teams.
- Experience in reporting and governance for disease management outcomes.
- Experience enabling regional delivery teams.
- Strong organisational skills and an ability to meet deadlines.
- Strong financial oversight and business acumen.

Personal attributes

- Able to build and maintain trust quickly.
- A positive, can-do attitude, with a connection and passion for the primary sector and the farming community.
- Able to speak articulately, have influence, and quickly build trust and confidence both internally and externally.
- Strong attention to detail and can translate business data to tangible outcomes.

Position competencies:

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.	Plans and Aligns Planning and prioritising work to meet commitments aligned with organisational goals.	
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.	Builds Effective teams Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
SELF		
Instil 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.