

# POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



## Warehouse Manager Patterson Logistics Centre (PLC)

<b>Reports To</b>	General Manager QuayConnect
<b>Location</b>	Nelson
<b>Key Relationships</b>	<p>Internal:</p> <ul style="list-style-type: none"><li>• Client Services Manager</li><li>• PLC Supervisors and teams</li><li>• PLC Logistics &amp; Admin Team Leader (dotted line report)</li><li>• Wider QuayConnect Team</li><li>• GM - Operations</li><li>• PNL Senior Management &amp; Leadership teams</li><li>• People and Safety, Finance and Business Systems teams</li></ul> <p>External:</p> <ul style="list-style-type: none"><li>• Customers and potential customers</li><li>• Business Partners including Central Express</li><li>• Contractors and Consultants</li><li>• Port Users and other stakeholders</li><li>• Union representatives</li><li>• WMS vendor</li><li>• Shipping Lines</li><li>• Transport Companies</li><li>• Suppliers</li></ul>
<b>Direct Reports</b>	PLC Supervisors (x2: AM and PM Shift)
<b>Delegated Authority</b>	As per delegated authority guidelines.

## SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe*.

Port Nelson is the maritime gateway for Te Taihū – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

### ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

### SAFETY

To act in a manner that prevents the risk of injury or danger.

### PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

### INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

### RESPECT

To hold the people around us in high esteem and show consideration

### EXCELLENCE

To continually strive to be the best at what we do.



## SECTION B – POSITION PURPOSE

- Drive Port Nelson’s warehousing and distribution operations ensuring high standards of operational safety and efficiency for all people, assets, systems and procedures
- Lead the PLC Warehouse team to exceed internal and external customer expectations, achieve operational excellence and financial targets
- Identify and deliver new business and growth opportunities for QuayConnect and the PLC Warehouse
- Drive continuous improvement initiatives to optimise PLC Warehouse resources
- Deliver improved operational efficiency through the use of technology
- Ensure all PLC Warehouse costs are closely monitored and reviewed regularly to achieve and exceed budgeted QuayConnect financial results
- Plan, direct, and coordinate the storage, pack, unpack and distribution operations within PLC Warehouse
- Work to ensure PLC Warehouse operations are integrated efficiently into QuayConnect and the wider Port Nelson operation

## SECTION C – KEY ACCOUNTABILITIES

Key Accountabilities	Task
<b>Leadership</b>	<ul style="list-style-type: none"><li>• Be an active and valuable member of the Leadership Team through constructive participation and engagement</li><li>• Drive a high-performance culture aligned with PNL’s strategic direction and values</li><li>• Use strong operational leadership to ensure employees feel valued, and effectively communicate with staff, including regular one-to-ones with all direct reports</li><li>• Build high levels of employee engagement through an open and collaborative leadership style and other engagement strategies</li><li>• Use strong operational leadership to ensure employees feel valued, and effectively communicate with staff, including regular one-to-ones with all direct reports</li><li>• Coach and support the team to bring focus to the delivery of excellent customer value</li><li>• Ensure employee issues are addressed in a timely and fair manner to ensure a positive employee relations environment</li><li>• Ensure consideration is always given to Port Nelson’s wider objectives whilst maintaining focus on QuayConnect’s goals</li><li>• Engage effectively with internal and external stakeholders to achieve operational goals</li><li>• Any other tasks as directed reasonably required of the position</li></ul>
<b>Business Performance</b>	<ul style="list-style-type: none"><li>• Develop and deliver QuayConnect’s operational plan under the GM’s guidance</li><li>• Develop and drive continuous improvement and operational excellence to reduce cost, complexity and duplication with an emphasis on lean principles and utilising technology</li></ul>



	<ul style="list-style-type: none"> <li>• Actively seek and develop new business opportunities in areas of responsibility to grow the PLC Warehouse customer base</li> <li>• Ensure achievement of customer contracted KPIs</li> <li>• Manage the financial performance of the PLC Warehouse to support the ongoing profitability of QuayConnect and PNL</li> <li>• Optimise processes to ultimately decrease cost, resulting in increased operating margin for PLC Warehouse</li> </ul>
<b>Warehouse Operations</b>	<ul style="list-style-type: none"> <li>• Manage the PLCS Warehouse team's human resource levels, capacity, and shift patterns to meet fluctuating demand</li> <li>• Review work methods and procedures and implement changes to improve operational safety and standard of service to customers</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Manage operational relationship with business partners, such as Central Express (Transport Partner)</li> <li>• Manage the relationship between PLC Warehouse, other QuayConnect teams, and other Port Nelson operations to deliver a seamless quality service</li> <li>• Manage the relationships with Regulators to ensure compliance with legislative responsibilities.</li> <li>• Work closely with the Marlborough Inland Port Branch Manager to ensure efficient use of transport and warehouse resources and capacity across Nelson and Blenheim</li> </ul>
<b>Inventory Management</b>	<ul style="list-style-type: none"> <li>• Ensure PLC Warehouse team maintains a high level of stock accuracy as per customer KPIs</li> <li>• Ensure inventory issues and non-conformances are reviewed with appropriate corrective actions implemented</li> </ul>
<b>Systems &amp; recording</b>	<ul style="list-style-type: none"> <li>• Maintain a strong operational knowledge of the PLC Warehouse management system</li> <li>• Ensure maintenance of all systems and records pertaining to certifications for BRCGS, Global Standard Storage and Distribution, and ISO14001, MPI Approved Transitional Facility (ATF), Customs Controlled Area Licence (CCA) certifications and proactively work to minimise our impact on the environment</li> <li>• Hold MPI operator certificate for relevant Transitional Facilities</li> </ul>
<b>Planning and Budgets</b>	<ul style="list-style-type: none"> <li>• Review forecasted customer volumes to ensure that stock to be shipped / warehoused / packed / unpacked and distributed is aligned with resource requirements</li> <li>• Manage PLC Warehouse capacity requirements through regular review of customer forecasting, ensuring optimisation of the warehousing assets in Nelson</li> <li>• Ensure profitability through close management of PLC Warehouse operational costs in accordance to forecast and budget</li> </ul>
<b>Health &amp; Safety &amp; Wellness</b>	<p>Be a 'champion' of workplace health and safety by commitment through action and support of the workplace Health, Safety and Wellbeing (HSW) Management Plan, Policies and Procedures</p> <p><b>Teams:</b></p> <ul style="list-style-type: none"> <li>• Lead by example and encourage, promote and support a safety minded focus within your team with open communication in the resolution of safety concerns</li> <li>• Demonstrate proactive leadership in the continuous improvement of the H&amp;S programme</li> <li>• Work closely and collaboratively with Safety team</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensure your team is supervised during operations to ensure that safe systems of work are adhered to. Monitor systems of work and continually develop and implement improvements as required</li> <li>• Challenge all unsafe acts or behaviours you observe</li> <li>• Ensure the safe return to work of injured team members is well managed</li> <li>• Actively involve and support the H&amp;S representatives in your area</li> <li>• Apply, promote and support PNL's Drug and Alcohol Programme</li> <li>• Actively monitor the H&amp;S performance of all contractors and subcontractors in your area</li> </ul> <p><b>Reporting:</b></p> <ul style="list-style-type: none"> <li>• Ensure all incidents are reported and notified when required</li> <li>• Ensure incidents are thoroughly investigated and corrective actions are implemented within appropriate timeframes</li> <li>• Proactively manage risks and hazards in line with PNL policies and procedures</li> <li>• Ensure H&amp;S audit targets are met, monitor safety trends and put in place action plans to address any areas of concern</li> <li>• Ensure all plant and equipment is fit for purpose and is maintained and meets applicable legislative requirements</li> <li>• Ensure potential risks and hazards have been assessed, identified and controlled in the purchase or implementation of new or modified plant, equipment or processes</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Ensure you and your team attend training and keep up to date with H&amp;S best practice</li> <li>• Ensure your team are adequately trained (or actively supervised while under training) for the roles they undertake and all relevant emergency procedures</li> <li>• Ensure contractors within your work area have been inducted</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Supporting continuous improvement by actively identifying ways to improve how we operate at PNL.</li> <li>• Any other project work or duties that may reasonably be required.</li> </ul>

## SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree (or equivalent) in a relevant field (desirable)</li> </ul>
<b>Experience, Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Extensive knowledge and experience in managing warehousing and distribution operations - minimum 5 years' experience</li> <li>• Full understanding of 3PL warehousing and distribution processes</li> <li>• Demonstrated experience in business development to deliver growth from both new and existing customers</li> <li>• Demonstrated solid commercial and financial acumen</li> <li>• Proven ability to develop strong business relationships</li> <li>• Strong change management experience</li> <li>• Leadership experience building and maintaining high performing teams</li> </ul>



	<ul style="list-style-type: none"> <li>• Able to successfully utilise continuous improvement tools and principles</li> <li>• Knowledge and understanding of health and safety legislation</li> <li>• Planning and organising</li> <li>• Attention to detail</li> <li>• Problem analysis and solving</li> <li>• Collaboration and teamwork</li> <li>• Customer service focussed</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Values based leader</li> <li>• Resilient under pressure</li> <li>• Strong communication and relationship building skills</li> <li>• Energetic and professional</li> </ul>

## ACKNOWLEDGEMENT

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I accept this job description identifies the key elements of the job for which I am accountable.

### Confirmed by Employee

Signed:

Date:

