

SOUTHERN MILK TRANSPORT LIMITED

INDIVIDUAL EMPLOYMENT AGREEMENT

POSITION DESCRIPTION

Position: 2IC Operations Manager
Responsible to: National Logistics Manager, dotted line to Regional Operations Managers
Purpose: To provide operational leadership of the logistics, operations and compliance tasks for Southern Milk Transport Limited to ensure effective running of the company by shift supervisors.

Key Tasks	Performance Standard
To maintain communication with others in the organisation	<ul style="list-style-type: none"> • To maintain effective communication with supervisors, managers and vehicle operators. • To Support shift supervisors to maintain effective communication with stakeholders. • To keep stakeholders informed of progress on work. • To maintain relationships with existing customers, and to meet the needs of new customers to ensure the company is effective in generating repeat business.
Adhere to all health and safety policies and procedures	<ul style="list-style-type: none"> • Understand and meet obligations as required of the Health and Safety at Work legislation. • Read, understand and adhere to all health and safety policies, procedures contained in the Southern Milk Transport Limited Health and Safety Management Plan • Understand and meet all site-specific induction and health and safety requirements of customer or supplier sites, including holding and maintaining relevant site entry. Ensure all operational staff are meeting site-specific induction and health and safety requirements. • Ensure all hazards are identified and reported so that they can be recorded on the hazard register. Ensure all hazard controls are maintained and adhered to. • Ensure all incidents, near misses, accidents, injuries and serious harm incidents are reported and recorded appropriately following the policies and procedures outlined in the Southern Milk Transport Limited Health and Safety Management Plan • Ensure all emergency procedure are understood and adhered to • Demonstrating a proactive approach and role modelling health and safety practices by conducting safety walks and safety moments in toolbox meetings. • Co-participating with incident investigations, effective corrective actions and reporting in Assura • Report any concerns with training or induction of new employees to operations manager • Understand and adhere to the “Visitors to the Workplace” policies and procedures contained in the Southern Milk Transport Limited Health and Safety Management Plan • Understand and adhere to the “Bullying and Harassment” policies and procedures contained in the Southern Milk Transport Limited Health and Safety management plan

	<ul style="list-style-type: none"> • Understand and adhere to the “Drug and Alcohol” policies and procedures contained in the Southern Milk Transport Health and Safety Management Plan • To ensure all employees are provided with appropriate safety equipment and personal protective clothing, and that these are worn at all times whilst undertaking those tasks which require it
To complete any other assignments, projects or responsibilities delegated or assigned by the Operations Managers, Logistics Manager or Transport Manager	<ul style="list-style-type: none"> • Ensure all other tasks, projects, assignments, or responsibilities delegated or assigned by the operations managers or transport manager are completed accurately, professionally and in a timely manner.
Team responsibilities	<ul style="list-style-type: none"> • Effectively communicate with Open Country and Southern Milk Transport teams. • Help to create a fun, supportive environment to work in • Lead the operations teams on shift, ensure staff are supported with information that may be useful or important. • Help and support others in the team. • Have a good attitude to learning new things and sharing this knowledge.
Specific tasks and responsibilities	<ul style="list-style-type: none"> • Providing quality leadership, supervision, guidance, and development for Supervisors and via them to the wider milk collection team. • Provision of training, upskilling, and support to supervisors. • Supporting supervisors to oversee operational leadership of the wider milk collection team, including provision of positive feedback, courageous conversations, taking of file notes, escalation of appropriate issues. and performance management processes. • Management of Supervisors including undertaking performance reviews, co-creating development plans, developing, and managing rosters, proactively managing leave requirements. • Undertaking reporting as required and providing situational awareness of the milk collection division to the National Transport Manager. • Leading and management of milk collection department meetings. • Ensuring milk collection targets and quality standards are met daily. • Assisting in developing, implementing, maintaining, and monitoring work processes and procedures for milk collection tasks. • Escalation point for supervisors nationally. • Critical response point for emergency situations – including acting as the scene controller on accident scenes. • Leading the design of new projects or improvements in the department. • Maintain data integrity and administrative accuracy. • Completing allocated reports as required



Person Specifications

1. Core Competencies

Competency	Definition
Analysis and Problem Solving, Organisation	<ul style="list-style-type: none"> • Secures relevant information and identifies key issues and relationships for a base of information • Commits to an action, after developing alternative options, which takes into account resources and constraints • Is able to proactively find solutions to a situation, and be ready to alter existing solutions at short notice
Communication	<ul style="list-style-type: none"> • Express ideas efficiently, and is able to do so to employees, and customers at the level suitable for the situation
Customer Service orientation	<ul style="list-style-type: none"> • Proactively develops relationships, anticipating and providing solutions to stakeholder needs. • Reinforces the importance of quality service through all levels of the organisation
Teamwork/Collaboration	<ul style="list-style-type: none"> • Works effectively with employees to accomplish goals • Takes actions that respect the needs and contributions of others
Pro – Active Thinking	<ul style="list-style-type: none"> • Is able to think of better ways to help the company to grow in terms of acquiring new work • Is able to consider improvements where the company can perform more effectively in its internal operations
Tolerance and Stress	<ul style="list-style-type: none"> • Maintains stable performance under time pressure and/or opposition • Relieves stress in a manner that is acceptable to self, others and organisation

2. Experience

- Proven leadership skills (ideally a minimum of two years' experience in a people leadership role).
- Excellent communication skills, both verbal and written.
- Excellent interpersonal relationship skills with demonstrated ability to influence others.
- Experience in training others (ideally providing training to others in a people leadership role).
- Ability to work under pressure in a fast-paced environment.
- Ability to troubleshoot and problem solve.
- Able to balance conflicting priorities, effectively prioritise, multitask, and handle interruptions.
- Advanced computer skills
- Class 5 license preferable

Agreed by:

Job Holders signature

Manager Signature

Date



Employer



Employee