WineWorks Ltd
Position Description for Laboratory Technician

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| Location | Auckland |
| Department: | Operations |
| Reports to: | Cellar & Services Manager |
| Date of Issue: | June 2025 |
| **Working Relationships** |  |
| Internal: | Client Services, Production, Cellar, Quality, |
| External: | Clients and Laboratory Suppliers |
| **Authority** |  |
| Spending: | n/a |
| Staffing: | None |

Our Culture

We aspire to a culture where the following values shape our behaviour:

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| **Logo  Description automatically generated** | Our clients are our life blood. We know that they are why we are here. We work in a flexible and responsive manner to support their operations and meet their individual needs.  |
| **Icon  Description automatically generated** | We do what we say and we’re reliable. We take complete ownership of the process and the tasks that are asked of us. We are committed to go about our job in a straight up way. |
| **Icon  Description automatically generated** | Passion and pride run deep throughout our organisation. We care for the growth of our colleagues and clients, the safety of our workmates and the environment in which we live. |
| **Icon  Description automatically generated** | We’re one big team who embrace difference and respect each other regardless of job title. We emphasise the value that comes from working together with one focus. |
| **Icon  Description automatically generated with low confidence** | We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards. |
| **Icon  Description automatically generated** | We love to find solutions and believe there’s always a better way to do things. It is this spirit that built the business and will take it to the future. |

Organisation Context

Role Purpose
Working with our clients to ensure they are provided with fast, accurate results from wine receival all the way through to final product analysis. To do this we work with all departmental teams on site - cellar, production, supply chain.

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| KEY TASK | EXPECTATIONS |
| **Follows our Culture** | * Champions our culture, promotes & role models the values and behaviours at every opportunity.
* Ensures that their work is undertaken ethically, safely, sustainably and with a quality focus.
* Actively engages in development opportunities to support this.
* Engages in health, safety, sustainability & quality initiatives and seeks continuous improvement.
* Is compliant with relevant legislation and certifications, such as BRCGS, so as to meet legal and client requirements.
* Assists in projects to reduce our impact on the environment.   Is familiar with all relevant policies and procedures that support our Culture and compliance, understanding their roles and responsibilities that are described by these documents
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| **Laboratory** | Support the day to day operation of the laboratory working as a member of a team with Right First Timefocus.* Contract analysis, chemistry and microbiology, daily testing and reporting of results to clients.
* Ensure all wine meets bottling specifications before it is due to be bottled.
* Work with Production during bottling to ensure wine remains in specification and sampling is correct.
* Maintain high standards in results, accuracy, precision, and reporting.
* Participate in proficiency testing and duplicate precision.
* Actively participate in daily haka meetings and production meetings.
* Develop and maintain positive communication with clients and staff.
* Maintain a clean and orderly work place.
* Responsible for ensuring confidentiality, professionalism and discretion are always maintained.
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| **Customer Relationships** | * Build excellent relationships with our clients.
* Initiate feedback and ensure internal and external customer relationships are upheld.
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| **Laboratory System Support & Development** | * Maintain systems, Lab and equipment SOP’s, supports the development and maintenance of related SOP’s as required.
* Ensure safe systems of work are developed and implemented.
* Maintain relevant certifications / audit standards and ensure required documentation / accurate records are maintained.
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| **Laboratory Infrastructure** | * Ensure that all equipment is maintained and that calibrations are kept current and carried out by appropriately trained staff.
* Ensure adequate supplies of glassware, chemicals and consumables are maintained within budget.
* Ensure that a clean and orderly work place is maintained to 5S standards.
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| **Personal Development** | * Maintain knowledge of all equipment so that you can effectively operate and train team members on all machines and processes.
* Ensure you remain contemporary in terms of your technical and industry knowledge and capability through research, reading and relevant training and development opportunities.
* Maintain a broad business and commercial perspective.
* Proactively identify methods to utilise this information for the benefit of the business.
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| **Other duties – perform other duties as required** | * Flexible & willing to perform a variety of tasks.
* Willingly takes on additional tasks/responsibilities to assist the team and the client.
* Actively participates in matters/meetings affecting the business, their team, or their department.
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Work Complexity

This role requires the ability to run the Laboratory smoothly and efficiently to meet demands of bottling volumes. Maintain a high level of knowledge of current Laboratory practices and future developments. To have an analytical mind and be able to clearly communicate to internal and external clients on a Laboratory results.

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| **Accountability** | **Complexity** | **People Responsibility** | **Relating to Others** | **Expertise** |
| Limited | Routine Processes with Existing Solutions | No Direct Reports | Courtesy Plus | Vocational |

Leadership Competencies

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| **Leading Self** | **Achieves Results****Holding themselves accountable to meet their commitments** | **Builds Relationships and Values Difference****Building relationships through communication, valuing difference, and aligning with our values** | **Being Adaptable****Handling change and looking for better ways of doing things** |

Skills, Knowledge, and Experience

* A tertiary wine/science qualification is an advantage.
* Extensive laboratory experience preferably within the wine industry, including microbiology experience.