

Position Description



Operations Planning Lead – Fixed Term (12-Months)

Date	November 2025	
Purpose of Position	The Operations Planning Lead is responsible for developing and maintaining accurate 14-day forecasts and operational plans for all port activities, including vessel exchanges, supply chain forecasting, road and rail movements, yard operations and labour planning. This role is accountable for planning and delivery of operational outcomes. It ensures optimal resource allocation, operational efficiency, and proactive problem-solving by analysing data trends, coordinating with stakeholders, and continuously refining planning processes. The Operations Planning Lead plays a critical role in supporting decision-making and enhancing the overall productivity and performance of port operations.	
Reports to	Optimisation Manager	
Key Relationships	• Terminal Supervisors • Shipping Lines and Ships Agents • Marine • Transport Operators • Cargo Owners • Yard Planners	• Workforce Planning • Operations Support - Controllers • Supply Chain • Depot • Maintenance • Cruise
Direct Reports	Nil	
Qualifications & Requirements	• 3+ years' experience in a logistics/planning role • Experience liaising with numerous stakeholders with excellent communication and engagement skills, with a collaborative style. • Proactive, organised and flexible with the ability to use initiative and a strategic mindset to create business efficiencies. • A good problem solver who can cope with change. • Must have the ability to see the big picture assess risks and requirements to ensure the right resources are in place. • Experienced in creating and analysing data sets with a high level of accuracy and attention to detail.	

Core Responsibilities

Health & Safety	• Takes responsibility for own and others safety. • Follow all Port Otago Health and Safety guidelines and procedures.
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	• Reports and escalates Health and Safety issues to Supervisor/Manager (everybody's responsibility in every situation). • Participate in injury management processes and accept first aid when reporting work related pain or discomfort and harm. • Report all incidents, injuries and near misses accurately and in a timely fashion. • Participates in site inductions and supports on-going health and safety related training programmes. • Ensure strict adherence to safety standards, statutory and legislative requirements & Port Otago policies and procedures. • Comply with work area PPE requirements. • Follow the "Take 5" personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all team Health and Safety meetings • Present to work in a fit state free from risk of impairment due to fatigue, drugs and alcohol.
Forecasting & Planning	• Develop and maintain detailed 14-day operational forecasts for all port activities. • Create labour demand forecasts to ensure adequate staffing levels based on operational requirements, peak periods, and resource availability. • Collaborate with operational teams to validate forecasts and ensure practical implementation. • Develop and maintain planning models and tools to support scenario analysis and contingency planning. • Continuously refine planning models and methodologies to improve forecast accuracy and operational efficiency. • Lead S&OP planning meetings to communicate operational plans and align stakeholders. • Act as the main point of contact for resolving planning conflicts or issues, ensuring minimal disruption to operations. • Provide real-time updates and adjustments to plans as required by operational changes.
Data Driven Analysis and Improvement	• Utilise and analyse historical data and real-time operational information to generate accurate and actionable forecasts. • Review vessel exchange and resource to identify improvement and maximise operational efficiency. • Drive continuous improvement to enhance the accuracy and effectiveness of forecasting and planning processes. • Identify gaps in planning models and methodologies, recommending and implementing improvements. • Prepare and present regular reports on forecast accuracy, operational performance, and improvement initiatives to management. • Conduct variance analysis to understand deviations from the forecast and identify areas for improvement. • Utilise Power BI or other reporting tools to visualise data trends and provide actionable insights.

	• Develop dashboards and reporting frameworks to support strategic decision-making. • Monitor and report on the impact of planning decisions on cost efficiency, productivity, and customer satisfaction. • Foster a culture of continuous improvement and knowledge sharing within the planning team.
Yard Capacity Planning	• Work with Yard Planners and Shipping Lines to ensure capacity limits are managed and not exceeded.
Vessel Planning & Coordination	• Collaborate with shipping lines, agents and Marine to develop and confirm vessel schedules, including arrival times, berthing windows, and departure plans. • Coordinate with vessel and yard planners to ensure optimal and efficient cargo handling operations. • Monitor and adjust vessel plans in response to changes in ETA, ETD, or cargo volumes to minimize operational disruptions.
Workforce Planning - Backup	Provide cover for workforce planning in the absence of the Workforce Planning Lead as follows: • Align labour planning with operational demands, including shift patterns, overtime, and leave management and alignment with teams. • Develop labour plans that balance cost-effectiveness and operational requirements. • Work closely with the Managers and Leaders across Operations identifying skills and resource gaps for training planning. • Fulfil roster requests from Team Supervisors where Trainers / Assessors or team members need to move between teams to cover specific training or assessment requirements. • Implement best practices to ensure shift rotations, skill-based assignments and fatigue risk are managed. • Escalate any skills or labour shortage risks promptly to the appropriate leaders and work to identify solutions. • Ensure timesheets audits have been completed accurately and authorised.
Customer Excellence	• Liaise with Shipping Line representative, Transport Operators and Customers as required. • Manage and resolve enquiries promptly and professionally. • Represent Port Otago in a positive and professional manner. • Maintain strong working relationships with internal and external stakeholders, to ensure alignment on operational requirements and expectations.
Standard Operating Procedures	• Continuously review Standard Operating Procedures to promote best practice and meet regulatory requirements. • Identify the gaps where there may not be set procedures in place, and work with our leaders to develop Standard Operating Procedures. • Seek ways to continuously improve the performance of operations systems.
Personal Development	• Plans, develops and identifies work goals, actions and timelines in conjunction with the Optimisation Manager.

	In partnership with the Optimisation Manager, takes responsibility for developing own personal development plan through Connect Conversations.
Team Contribution	- Develop open, honest, and respectful working relationships with team members - Challenge the status quo in the spirit of continuous improvement - Actively listen to other people's ideas and contribute positively to team activities - Promotes a cohesive and inclusive team culture. - Adheres to and actively promotes Port Otago policies. - Role models transparency, accountability, innovation, and future thinking.
Other duties	Undertake other tasks and project related work as required.

Key Performance Measures

Forecasting	- Achieve high forecast accuracy by maintaining effective 14-day operational and labour plans, ensuring reliable and data-driven decision-making. - Limit forecast variance of actual operational metrics, ensuring reliable predictions.
Planning	- Execute operations on schedule with on-time completion of planned operations and labour schedules, minimising delays and disruptions. - Optimise vessel berthing by maintaining turnaround times and achieving schedule adherence, enhancing port productivity. - Maximise resource utilisation efficiency by ensuring effective use of skills, equipment, and yard space, reducing waste and operational costs. - Minimise operational disruptions by reducing delays and unplanned events, maintaining smooth and continuous operations. - Increase cost efficiency and productivity by achieving improvement through effective planning and strategic resource allocation.
Analysis	- Ensure decision-making processes are supported by data-driven insights. - Deliver reports and insights to enable proactive operational adjustments. - Generate actionable recommendations from data analysis.
Health & Safety	- All incidents, injuries and near misses are reported promptly and accurately. - All hazards identified are reported immediately. - Follow policy and procedures to enable a culture of failing safely. - Self-report when there is a risk of impairment from fatigue, or drugs and alcohol. To always have safe work practices and to be a role model for others.
Values	- Acts within the Port of Otago values at all times. - Punctual time keeping for work and scheduled meetings.

	• Contributes positively to team meetings and Health and Safety meetings.
Teamwork	• Works collaboratively to achieve the common goal. • Shows respect for what others are trying to achieve by actively listening and responding constructively. • Develop open and honest working relationship with other kaimahi. • Maintains good working relationships including good co-operation and communication between teams. • Looks for opportunities to help other teams. • Maintains a safe and tidy working environment.