

POSITION DESCRIPTION



QuayConnect is a business unit of Port Nelson Limited. Port Nelson Limited 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.

POSITION:	Branch Manager – Marlborough Inland Port
REPORTS TO:	GM QuayConnect
LOCATION:	Blenheim

POSITION OBJECTIVE:	<ul style="list-style-type: none"> • Manage the container yard and warehousing operations ensuring high standards in all aspects of business performance, including safety, for all people, assets, systems and procedures. • Lead the container yard and warehouse operational teams to exceed internal and external customer expectations, achieve operational excellence and financial targets. • Drive continuous improvement initiatives to improve overall performance of container yard and warehousing operations in Marlborough. • Deliver improved operational efficiency through the use of technology. • Identify and deliver new business and growth opportunities for QuayConnect. • Ensure all costs are closely monitored and reviewed regularly to achieve and exceed budgeted QuayConnect financial results. 	
RELATIONSHIPS:	Internal	Port Nelson Leadership Team Port Nelson operational teams e.g. Nelson Container Operations, QuayPack People and Safety Team Finance team Infrastructure and environment team Business Systems
	External	Key business partners - Central Express Ltd, WineWorks Marlborough Customers and potential customers Shipping and freight companies Exporters/Importers Shipping Agents Container repair & monitoring companies NZ Customs & MPI Contractors and consultants

DELEGATED AUTHORITY:	As set out in Delegated Authority Policy
DIRECT REPORTS:	Management of tasks for contract labour in the warehouse and container yard (not direct reports) Administration support staff (x2)

KEY TASKS AND ACCOUNTABILITIES

Key Accountabilities	Task
Leadership	<ul style="list-style-type: none"> • Demonstrate PNL values and lead by example. • Drive a high-performance culture aligned with PNL's strategic direction and values. • Build high levels of employee engagement through an open and collaborative leadership style and other engagement strategies. • Use strong operational leadership to ensure employees are valued and effectively communicate with staff, including regular reviews with all direct reports. • Coach and support the team to bring focus to the delivery of excellent customer value. • Ensure employee issues are addressed in a timely and fair manner to ensure a positive employee relations environment. • Engage effectively with internal and external stakeholders in order to achieve operational goals. • Any other tasks as directed reasonably required of the position.
Business Performance	<ul style="list-style-type: none"> • Develop and deliver QuayConnect's operational plan in Marlborough under the GM's guidance. • Manage the financial performance of all relevant activities to ensure the financial objectives are achieved. • Develop and drive continuous improvement and operational excellence to reduce cost, complexity and duplication with an emphasis on lean principles and utilising technology. • Contribute to competitive market opportunities and business development. • Ensure achievement of customer contracted KPIs. • Ensure the Container Yard and Warehouse Operational teams have the resources necessary to achieve customer demand. • Actively seek & develop new business opportunities in area of responsibility. • Execute supply chain strategies that maximise productivity, minimise risk and effectively respond to fluctuations in demand.
Container Yard and Warehouse Operations	<ul style="list-style-type: none"> • Manage the Container Yard and Warehouse Operational team's human resource levels and shift patterns effectively and efficiently meet fluctuating demand. • Oversee the coordination of container movement through the inland port involving shipping agents, key customers and

	<p>freight companies while promoting the development of direct and positive relationships between this group and the Container Operations and Warehouse teams.</p> <ul style="list-style-type: none"> • Champion the operation of the JMT system in the Container Yard • Review work methods and procedures and evaluate changes/improvements with a focus on safety of operations and standard of service to customers. • Assist/support as required other operational managers to ensure smooth operations and seamless customer service. • Manage QuayConnect's operational relationship with NZ customs and MPI. • Hold MPI operator certificate for relevant Transitional Facilities • Ensure compliance with other MPI compliance programmes (eg Port of First Arrival, RCS and six-sided inspections) as relevant. • Ensure the QuayConnect team maintains a high level of stock accuracy as per customer KPIs. • Ensure inventory issues and non-conformances are reviewed with appropriate corrective actions implemented.
<p>Planning and Budgets</p>	<ul style="list-style-type: none"> • Reviewing forecasted customer volumes to ensure that stock to be shipped / warehoused / packed / unpacked and distributed is aligned with resource requirements. • Manage warehouse capacity requirements through regular review of customer forecasting, ensuring optimisation of the warehousing assets in Marlborough. • Ensure profitability through close management of QuayConnect Marlborough P&L in accordance to forecast and budget.
<p>Health, Safety and Wellbeing</p>	<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>Teams:</p> <ul style="list-style-type: none"> • Lead by example and encourage, promote and support a safety minded focus within your team with open communication in the resolution of safety concerns. • Demonstrate proactive leadership in the continuous improvement of the H&S programme. • Work closely and collaboratively with Safety team. • 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. • Challenge all unsafe acts or behaviours you observe.

	<ul style="list-style-type: none"> • Ensure the safe return to work of injured team members is well managed in QuayConnect Marlborough. • Actively involve and support the H&S representatives in your area. • Apply, promote and support PNL's Drug and Alcohol Programme. • Actively monitor the H&S performance of all contractors and subcontractors in your area. <p>Reporting:</p> <ul style="list-style-type: none"> • Ensure all incidents are reported and notified when required. • Ensure incidents are thoroughly and investigated and corrective actions are implemented within appropriate timeframes. • Proactively manage risks and hazards in line with PNL policies and procedures. • Ensure H&S audit targets are met, monitor safety trends and put in place action plans to address any areas of concern. • Ensure all plant and equipment is fit for purpose and is maintained and meets applicable legislative requirements. • Ensure potential risks and hazards have been assessed, identified and controlled in the purchase or implementation of new or modified plant, equipment or processes. <p>Training</p> <ul style="list-style-type: none"> • Ensure you and your team attend training and keep up to date with H&S best practice. • Ensure your team are adequately trained (or actively supervised while under training) for the roles they undertake and all relevant emergency procedures. • Ensure contractors within your work area have been inducted.
<p>Customer Service/Stakeholder Management</p>	<ul style="list-style-type: none"> • Manage the key operational relationships with Central Express and WineWorks in Marlborough. The strength of these partner relationships are key for the success of QuayConnect. • Maintain sound working relationships with all the parties involved in delivering a seamless quality service. • Manage the relationships with the Regulators to ensure compliance with legislative responsibilities. • Develop and maintain strong relationships across the wider PNL team.

Continuous Improvement	Supporting continuous improvement by actively identifying ways (i.e. ideas) to improve how we operate at PNL. Any other project work or duties that may reasonably be required
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PERSON SPECIFICATION

Qualifications/ Experience:	<ul style="list-style-type: none"> • Extensive background and knowledge across port and/or warehousing and container operations management and administration. • Full understanding of 3PL warehousing and distribution processes. • Relevant qualifications in port or logistics management • Financial management experience. • Demonstrated people leadership capability. • Strong knowledge of relevant legislation including compliance, employment and health and safety. • Project and change management experience.
Skills & Knowledge:	<ul style="list-style-type: none"> • Superior communication, negotiation and relationship management skills. • Experience and knowledge of terminal operating and/or warehouse operating systems. • Sound planning skills with the ability to manage a logistics operation. • Strong customer relationship skills with the ability to develop working relationships with all key customers and internal stakeholders. • Demonstrated experience in business development to deliver growth from both new and existing customers. • Knowledge of MPI and Customs standards and regulation • Excellent interpersonal relationship skills. • Organisational skills – planning, goal setting, prioritising • Financial literacy • Able to successfully utilise continuous improvement tools and principles.
Personal Attributes:	<ul style="list-style-type: none"> • An ability to manage well under pressure/stress and multi-task • A strong people leader • Excellent and versatile communicator • Collaborative style • Solutions focussed • Commercially savvy • Change agent • Values based • Acts with integrity

BEHAVIOURS – ASPIRE

Demonstrate the behaviours expected of a member of the PNL Team.

Accountability	To be accountable for our actions, our performance and the outcomes of these.
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 people around us in high esteem and show consideration.
Excellence	To continually strive to be the best at what we do.