



## Job Description

<b>Position Title</b>	<b>Team Leader</b>
<b>Organisation</b>	<b>Hill Laboratories</b>

<b>Functional Relationships</b>	
<b>Reports to</b>	<b>Section Manager</b>
<b>Reporting Staff</b>	<b>Technicians</b>
<b>Liaise with</b>	<b>Other Team Leaders, Sample Reception, Quality Officer(s), Technologists, Division Manager, Facilities &amp; Procurement Team, Information Technology</b>
<b>In absence of incumbent</b>	<b>Duties will be carried out by other Team Leaders or Section Manager</b>
<b>Authorities</b>	<b>Financial authorities as per Delegated Authority Schedule (KB 10018)</b>

### **Job Brief:**

Hill Laboratories is a commercial provider of analytical services to a wide variety of customers in NZ and overseas. Around 450 staff are employed in the organisation, which is recognised by customers as being a leading NZ analytical service provider.

The focus of this position is to contribute to the overall success of Hill Laboratories by creating a great working environment for the members of the team, while ensuring that all expected operational and quality outcomes are delivered by the team.

## **Purpose of Position**

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Create a working environment which encourages team members to be productive, and to pursue a long term career at Hill Laboratories. Plan workloads and manage resources (staff, equipment) to efficiently deliver the outcomes of the team to meet the operational and quality targets agreed with the Section Manager, while actively pursuing ways to continually improve work processes.

## **Hill Laboratories**

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### **Our Purpose**

Hill Laboratories is recognised by customers as being a leading provider of commercial analytical services to a wide variety of customers in New Zealand and overseas. In a nutshell, Hill Laboratories applies technology to provide excellent analytical services for our customers.

### **Our Vision**

We are the lab of choice because we are reliable, trusted and respected. We are the recognised experts in our field and we make it easy for our customers to work with us.

### **Our Values**

People are valued and we enjoy our work.

Innovation and agility

Honesty and integrity

Accountable and disciplined

### **Our Reason for Being**

We make a difference for our customers by helping them increase their productivity, ensure safety, minimise environmental impact, meet regulatory requirements and support their communities' well-being.

Expected Key Outcomes	
Accountability	Deliverables/Outcomes
Operational	<p><b>Lead and manage people in the team well</b></p> <ul style="list-style-type: none"> <li>• In conjunction with the Section Manager, recruit people to fill vacant roles in the team who are competent and well suited to the role and to the team.</li> <li>• Ensure team members have clear and measurable objectives.</li> <li>• Conduct 1:1 meetings with all team members on a monthly basis to provide feedback on performance and behaviours. Ensure that formal and documented performance reviews take place at least 6 monthly.</li> <li>• Actively seek opportunities to recognise and (where appropriate) reward good performance and/or behaviours by team members.</li> <li>• In conjunction with Section Manager, be proactive in addressing areas of poor performance and/or behaviour in team members.</li> <li>• Provide recommendations about changes to remuneration of team members, based on performance, to Section Manager in line with company policy.</li> </ul> <p><b>Create a work environment for the team that is enjoyable and safe to work in</b></p> <ul style="list-style-type: none"> <li>• Ensure team members find you to be approachable and available when they need support or guidance in carrying out their duties.</li> <li>• Develop a strong and positive team culture which aligns with the values and culture of Hill Laboratories</li> <li>• Run effective team meetings.</li> <li>• Provide regular communication to team members on matters of relevance or interest to them, and act as a conduit of relevant feedback from the team to managers and other parts of Hill Laboratories.</li> </ul> <p><b>Train and develop team members</b></p> <ul style="list-style-type: none"> <li>• Ensure all team members are well trained to carry out their daily tasks, with training outcomes documented in LABSYS3.</li> <li>• Help team members to understand development opportunities within the team, and create plans with each team member that allow them to reach their full potential in the team. Job rotation within the team is actively encouraged.</li> <li>• With the Section Manager identify team members with the potential to develop into other roles in Hill Laboratories, and create plans with those team members which will allow them to reach their full potential in the company.</li> </ul>

	<p><b>Ensure that the team meets (and strives to exceed) operational targets</b></p> <ul style="list-style-type: none"> <li>• Agree on operational targets with Section Manager. These include job TAT. Ensure that all team members understand what these targets are and why they are important to the customer.</li> <li>• Plan work on a daily and longer term basis to meet operational targets.</li> <li>• Develop a full knowledge and understanding of the work carried out in the team, providing or sourcing solutions to problems affecting the performance of the team.</li> <li>• Ensure that all resources required to carry out daily work (staff, consumables, equipment) are available so that they do not limit team performance. In doing so, use purchasing practices that keep expenditure within budget, and waste management practices that help Hill Laboratories to minimise our impact on the environment.</li> <li>• Proactively communicate with people (Team Leaders, Section Managers, Client Service Managers, etc.) who are affected by or involved in the work of the team.</li> <li>• Regularly measure performance relative to target, and communicate results to the team.</li> <li>• Be proactive in reporting to Section Manager about operational performance, and factors that are affecting or influencing performance.</li> </ul>
<p><b>Personal Development</b></p>	<ul style="list-style-type: none"> <li>• Participate in regular and six monthly performance reviews with your direct line manager.</li> <li>• Keep up-to-date with the relevant laboratory practices in your team.</li> <li>• Ensure all team members are well trained to carry out their daily tasks, with training outcomes documented in LABSYS3.</li> <li>• Help team members to understand development opportunities within the team, and create plans with each team member that allow them to reach their full potential in the team. Job rotation within the team is actively encouraged.</li> <li>• With Section Manager identify team members with the potential to develop into other roles in Hill Laboratories, and create plans with those team members which will allow them to reach their full potential in the company.</li> </ul>
<p><b>Professional Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Forms relationships inside core team</li> <li>• Positive team member, receptive to new ideas</li> <li>• Maintains open channels of communication</li> <li>• Conduct self in a professional and polite manner</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Take responsibility for personal compliance with Health and Safety policies and procedures. Ensure personal safety and the safety of co-workers while at work.</li> <li>• Identify, take appropriate action and promptly report any health and safety and / or security incidents.</li> <li>• Accurately report and record workplace incidents and injuries.</li> <li>• Report equipment malfunction and facility issues to the appropriate Manager if the appropriate person is you take immediate action to rectify the problem.</li> <li>• Ensure that the workplace is clean and safe, actively promoting all aspects of Health &amp; Safety in the workplace.</li> </ul>

<p><b>Quality</b></p>	<p><b>Ensure that operational outcomes meet the quality expectations of Hill Laboratories</b></p> <ul style="list-style-type: none"> <li>• Be familiar with all relevant Hill Laboratories quality systems, and an advocate for high quality outcomes in the team.</li> <li>• Ensure that current work processes are documented in accordance with Hill Laboratories quality systems, and that team members consistently and reliably follow documented processes.</li> <li>• In conjunction with Section Manager ensure that there are sufficient Worksheet Approvers in the team to meet operational needs, who are well trained and performing well in this role.</li> <li>• If the Team Leader is a KTP (signatory) or Worksheet Approver, they will personally maintain an understanding of 17025 and IANZ requirements and an overview of the laboratory's technical and quality performance. They will ensure any issues are communicated and rectified.</li> <li>• Monitor key indicators of quality in the team. When appropriate take preventative action to ensure that operational outcomes meet documented quality standards.</li> <li>• Make sure that the QOWQ system is used positively and constructively to record quality issues.</li> <li>• Ensure that QOWQs, CAs, and PAs are addressed in a timely way.</li> </ul>
<p><b>Continuous Improvement</b></p>	<p><b>Continually improve processes in the team, and across the company</b></p> <ul style="list-style-type: none"> <li>• Be familiar with continuous improvement practices used in the organisation.</li> <li>• Identify problems or opportunities for improvement in the processes used by the team.</li> <li>• Encourage regular and ongoing input from team members into ways that processes used by the team can be improved.</li> <li>• Participate in broader initiatives that aim to improve processes used across the company, or by other parts of the company.</li> </ul>
<p><b>Quality Management and Broader Organisational Goals</b></p>	<p><b>Contribute to broader organisational activities</b></p> <ul style="list-style-type: none"> <li>• Assist Section Manager with the development and monitoring of budgets.</li> <li>• Be an active participant in Team Leader meetings.</li> <li>• Mentor and support other Team Leaders.</li> <li>• Be proactive in helping out others in Hill Laboratories when you or your team have the ability to do so.</li> <li>• On request, contribute to business and strategic planning activities in the [X] Division.</li> <li>• Encourage participation of team members in initiatives which support the Hill Laboratories environmental management policy.</li> <li>• Encourage participation of team members in initiatives which lend support to science and the local community.</li> <li>• Other tasks as directed by Section Manager</li> </ul>

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**Educational and experience competencies required:**

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1. Tertiary qualification and/or previous relevant analytical laboratory experience
2. An understanding of the operational procedures in the team is essential to performing this role effectively.
3. Good written and oral communication.
4. Excellent listening skills.
5. Excellent time management and organisational skills.
6. Excellent attention to detail.
7. Actively contributes to and supports change initiatives.
8. Ability to identify areas of improvement and recommend appropriate solutions.
9. Team player able to create good working relationships.

**Key Performance Measures:**

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1. Work is completed in agreed time frames and to accepted Quality and Health & Safety standards.
2. Agreed team goals are met.
3. Personal Development goals are met.
4. Practice company values and expected behaviours.

**Behavioural Competencies Required**

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1. **Is a role model of positive behaviours and values** – lives the values of Hill Laboratories, leading others by example. Will ‘roll their sleeves up’ and help teams out when needed. Has a positive influence on the culture of the staff they lead, and on the organisation as a whole.
2. **Science and laboratory experience** – the role requires someone who understands science, and laboratory processes. Experience specific to the team they are leading is an advantage but not essential.
3. **Leadership** – leads and motivates people to deliver outcomes. This requires an ability to work effectively with people with a range of personalities and cultural backgrounds, gaining their trust and respect. Is good at coaching of staff, with a natural orientation to the training and development of others. Will take decisive action to problems or matters of poor performance when needed.
4. **Communication** – is an effective communicator with staff, peers, and those in more senior roles in the organisation (including Directors). Is able to convey both positive and negative feedback in a constructive manner. Recognises areas in which communication is required, and is proactive in addressing these communication needs.
5. **Reliably delivers on results** – has the time management and organisational ability to ensure that agreed outcomes are delivered in an orderly and reliable way. Has a personal aspiration to meet and exceed the targets set for them. Deals well with problems, finding solutions while not allowing stress or pressure to affect behaviours.
6. **Quality focus** – is determined to deliver outcomes that are of consistently high quality. Approaches quality issues in an objective manner, finding solutions that will deal with issues in the long term.
7. **Improvement focus** – is proactive in finding solutions to problems, and ways to improve processes that will increase efficiency or improve outcomes for staff and customers.

Signed

**Approved by:**

*(line manager name)*

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**Position:**

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**Signature:**

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**Date:**

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**Agreed To By:**

*(Employee name)*

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**Signature:**

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**Date:**

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