

## SUPERVISOR/SENIOR TECHNICIAN

### Job Description

**Purpose of Position:**

To undertake the processing of kiwifruit maturity samples whilst meeting quality, safety and productivity targets. This position will routinely process samples but will also support the laboratory operations manager and team leader(s) in running the laboratory through training, auditing and supervision of seasonal laboratory technicians.

**Functional Relationships:**

<b>Reports to:</b>	Laboratory Team Leader
<b>Reporting staff:</b>	Seasonal Laboratory Technicians
<b>Liase with:</b>	All Hill Laboratories staff including Branch Manager - Bay of Plenty, Laboratory Operations Manager, Senior Laboratory Technicians, Health & Safety Advisor, HR, IANZ and external auditors, Key Stakeholders
<b>In absence of incumbent:</b>	Laboratory Team Leader / Other Senior Laboratory Technicians
<b>Financial Authorities:</b>	None

**About Hill Laboratories:**

We are recognised by our Clients as being a leading provider of commercial analytical services to a wide variety of Clients and Industries within the domestic and international markets, and we continuously strive to use the latest technologies available to supply the most accurate and reliable results.

**Our Vision:**

We are a 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 (PIHA):**

- People are valued and we enjoy our work
- Innovation and Agility
- Honesty and Integrity
- Accountability and Discipline

**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

Accountability	Deliverables / Outcomes
<b>Technical / Operational</b>	<ul style="list-style-type: none"> <li>● Supervise seasonal staff through the Kiwifruit maturity clearance season ensuring they are performing tasks safely, efficiently and to all quality standards.</li> <li>● Perform routine and non-routine laboratory tasks/methods without supervision</li> <li>● Perform and oversee calibration and maintenance of equipment.</li> <li>● Proofread, review and identify requirements for documentation as required</li> <li>● Undertake troubleshooting, recommend and implement actions, and follow-up reviews as required</li> <li>● Assist and support Team Leader and Laboratory Operations Manager as required</li> <li>● Ensure that quality processes and systems are followed, and undertaken accurately</li> <li>● Ensure that data is accurately recorded, analysed and critically evaluated</li> <li>● Display a high level of attention to detail</li> <li>● Undertake work autonomously</li> <li>● Participate constructively in laboratory quality system reviews while overseeing Entry/Intermediate/Senior Technicians as required</li> <li>● Undertake controlled experiments and trials as required</li> <li>● Ensure that non-compliance is reported and that appropriate corrective/preventative actions are implemented as required</li> <li>● Initiate and follow through on Quality KPI's as required</li> <li>● Participate constructively in detailed quality system activities including audits, Method Investigations, Management of Change</li> <li>● Ensure that good laboratory practices are maintained at all times</li> <li>● Support Laboratory Operations Manager, Senior Technicians and/or Team Leader to predict workloads, and provide input into rosters and workflow patterns as required</li> <li>● Assist in efficiency and change management solutions as required, continually seek opportunities to improve productivity whilst maintaining quality and safety</li> <li>● Undertake and lead project work as required</li> <li>● Undertake any other duties and responsibilities once reasonably skilled and trained to do so.</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>● Actively participate in ongoing and periodic performance reviews</li> <li>● Actively and constructively participate in work related learning and development opportunities</li> <li>● Maintain an up to date knowledge of laboratory practices</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>● Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures, and ensure the safety and wellbeing of those within the work environment (including external contractors, visitors and volunteers).</li> </ul>

<b>Quality Management and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>● Adhere to quality standards and principles at all times</li> <li>● Participate constructively in all continuous improvement initiatives</li> <li>● Adhere to Hill Laboratories' Environmental Management Policy</li> </ul>
<b>Team Work / Relationship Building</b>	<ul style="list-style-type: none"> <li>● Develop positive working relationships</li> <li>● Support proactive participation with initiatives</li> <li>● Lead and supervise team in absence of Team Leader</li> </ul>

<b>Educational and experience competencies required:</b>
<ol style="list-style-type: none"> <li>1. Science related qualification - desirable.</li> <li>2. A background working in the kiwifruit industry and experience supervising (seasonal) staff - desirable</li> <li>3. Competent in the use of LIMS and other software such as MS Office, GSuite</li> </ol>

<b>Key Performance Measures:</b>
<ol style="list-style-type: none"> <li>4. All work shall be undertaken and completed as per required team timeframes and targets.</li> <li>5. All personal development goals shall be met.</li> <li>6. Consistent demonstration of company values.</li> <li>7. Proactive participation in significant projects (planning, testing, implementation, review). Projects to be identified in conjunction with Team Leader and/or Laboratory Operations Manager.</li> </ol>

**Behavioural competencies required:**

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. **Honesty and Integrity** – while this is a value of the organisation, this role requires particular diligence for the incumbent, their staff and as a watchdog generally.
3. **Process orientation with an attention to detail** – has a natural inclination to develop and document processes for work being undertaken. Has a good attention to detail.
4. **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.
5. **Communication & Interaction** – is an effective communicator with staff, peers, and those in more senior roles in the organisation (including Directors). Takes time to understand the audience and possible barriers to communication. Builds rapport. Asks questions effectively to check correct understanding. Listens actively and tries to understand others' points of view & gives others an opportunity to express their views. Thinks about the impact of one's own emotions, behaviours and attitude on others.
6. **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. Deals well with problems, finding solutions while not allowing stress or pressure to affect behaviours.
7. **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.
8. **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.

9. **Operational Decision Making** – Relating and comparing; securing relevant information and identifying key issues; committing to an action after developing alternative courses of action that take into consideration resources, constraints, and organisational values.
  10. **Team Development** – Using appropriate methods and interpersonal styles to develop, motivate, and guide a team toward successful outcomes and attainment of business objectives.
  11. **Multiple focus** – Effective time manager with good organisational skills. Able to manage many projects at once. Organises and plans in advance - making contingency plans, assigning personnel and resources appropriately.
  12. **Team Builder** – Able to select and develop people whose skills and ability will contribute effectively to the performance of the section.
  13. **High Personal Work standards** – Sets high personal work standards and works to achieve them because of internal motivation.
  14. **Technical Ability** – Has developed and demonstrated a high level of accomplishment in a relevant technical area.
  15. **Team Focus** – offers help/support to other team members when required. Treats others inside & outside the organisation with dignity & respect.
  16. **Customer focus** – is passionately committed to delivering outcomes for customers
- 

## Signed

**Approved by:**

*(line manager name)*

\_\_\_\_\_ **Position:** \_\_\_\_\_

**Signature:**

\_\_\_\_\_ **Date:** \_\_\_\_\_

**Agreed To By:**

*(employee name)*

\_\_\_\_\_

**Signature**

\_\_\_\_\_ **Date:** \_\_\_\_\_

<End>