



FIELD TEAM LEADER

Job Description

Purpose of Position:

This role will be responsible for the day to day management of a small team of seasonal sample collectors. With support from the Section Manager - Fruit Collection they will lead this team including, assisting with recruitment, training, troubleshooting, auditing, planning, rostering, and the general day to day management. They will develop and maintain a culture of safety, productivity and quality for the delivery of sample collection services with a problem solving mindset, while striving to exceed customer expectations.

As a role model for our values, they will strive to create a positive working environment that encourages high levels of engagement and provides opportunities for people to develop and succeed at Hill Laboratories.

Functional Relationships:

Reports to:	Section Manager - Fruit Collection
Reporting staff:	Sample Collectors
Liaise with:	All other Hills staff, including H&S Advisor, Field administration staff, Section Manager - Fruit Maturity Testing, Laboratory Team Leader. KVH, Zespri, IANZ as required.
In absence of incumbent:	Section Manager - Fruit Collection, Other Field Team Leaders
Financial Authorities:	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
Operational	<ul style="list-style-type: none"> • Day to day management of sample collectors for your region / area(s) including assisting with recruitment, training, troubleshooting, auditing, planning, rostering • Maximising efficiency of daily collection and timely delivery of samples. • Physical ability to walk up 6-10 kilometres in a day, and the ability to carry and lift heavy sample bags weighing up to 10-14 kgs. • Willingness to deliver sample collection duties during inclement weather conditions. • It is expected that this role will actively work alongside sample collectors for their region / area, this role will be predominately field based. • Ensure that all field operations for your team are carried out in such a way so as to maximise productivity whilst maintaining quality and ensuring safety is not compromised • Deliver on agreed targets working with sample collectors to ensure they understand these targets, including why they are important to the customer. • Provide and communicate regular performance measures, relative to the targets to sample collectors. • Represent your team providing feedback on technology and equipment used in the field to ensure it is reliable, practical and durable in the field environment. • Provide problem solving and other support to sample collection employees to help them overcome problems and deliver on their agreed outcomes. • Ensure that sample collectors are adhering to biosecurity and orchard access / Grower requirements • Ensure that the Quality of Work Query (QOWQ) system is used positively and constructively to record quality (and safety) issues, and that all QOWQ's, Corrective Actions (CA) and Preventative Actions (PA) are addressed in a timely way. • Able to work extended hours / days over the kiwifruit maturity clearance season extending from March - June • As this role is predominately to support the business seasonal peak, outside of the kiwifruit maturity clearance season this role will need to be able to adapt and be flexible with the tasks that they perform, while also actively seeking opportunities to grow the business through the off season.
Leadership	<ul style="list-style-type: none"> • Develop a strong and positive team culture, which aligns with the values of Hill Laboratories. Lead by example. • Assist with recruitment of people to fill vacant roles in the team who are competent and well suited to the role and team. • Support the development of the sample collection team, and ensure that team members have clear, meaningful and measurable objectives. • Coach and manage team members effectively, and when required, work with HR / Field Operations Manager to proactively address poor performance and / or behavioural issues. • Actively seek opportunities to recognise and (where appropriate) reward good performance and/or behaviours by team members.

	<ul style="list-style-type: none"> Represent your team back to the wider business, ensure that they feel supported and part of the wider business.
Health and Safety	<ul style="list-style-type: none"> 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). Ensure that all field operations for your team are carried out in a safe manner, and that all aspects of Health and Safety in the workplace are promoted, including working alone and fatigue management. Ensure that Health and Safety activities and incidents are well managed, and take action as required to reduce or eliminate risks. Ensure that team members are actively reporting any additional hazards identified and that the stop sampling procedure is being adhered to and applied in a consistent manner.
Continuous Improvement	<ul style="list-style-type: none"> Take an active lead in improving efficiency and performance within the team. Participate in broader initiatives that aim to improve processes used across the field operations, or by other parts of the company
Educational and experience competencies required:	
1.	Previous staff supervisory experience in a similar role, including scheduling and staff training
2.	May have a tertiary qualification in Agriculture / Horticulture or management discipline (preferred)
3.	A high level understanding of H&S and Employment law

Key Performance Measures:	
1.	Team consistently delivers to agreed time frames whilst maintaining quality and health & safety standards.
2.	Personal Development goals are met.
3.	Practice company values and expected behaviours.
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. Teams are on client orchards representing the company often working alone.
3.	Building Organisational Talent – Attracting, developing, and retaining talented individuals; creating a learning environment that ensures associates realise their highest potential, allowing the organisation as a whole to meet future challenges.
4.	Customer focus – is passionately committed to delivering outcomes for customers and has the personality to win their confidence and respect. Respects confidentiality of business matters and client information.
5.	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.
6.	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.

7. **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.
8. **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.
9. **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.
10. **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.
11. **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.
12. **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.
13. **Decisiveness** – After considering all relevant information, makes decisions or takes actions to solve problems

Signed			
Approved by: <i>(line manager name)</i>		Position:	
Signature:		Date:	
Agreed To By: <i>(employee name)</i>			
Signature		Date:	

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