



JOB DESCRIPTION

Title	Packhouse Manager
Location	EastPack Opotiki
Reporting to	Opotiki Site Manager

Background

EastPack Ltd is a grower owned company with kiwifruit packing, coolstore and orchard operations based in Te Puke, Edgecumbe and Opotiki. EastPack's vision is to be:

"World Class – Orchard to Market"

Primary Objective of the Position

Effectively manage Packhouse functions for all classes of fruit, ensuring fruit is handled as per best practice, within set budgets, that fruit loss is minimized, and product meets both EastPack and Marketer specifications.

The role is also responsible for monitoring and reporting weekly costs, planning and implementing Packhouse maintenance and housekeeping, and managing packaging inventory.

The performance standards are related to your area of control and how your management has effected the outcome

Key Accountabilities	Performance Objectives	Performance Standards
<i>Health and Safety, and environment</i>	<ul style="list-style-type: none"> Demonstrate and encourage an awareness and responsibility for Health and Safety in the workplace Monitor staff to ensure they wear / use appropriate personal protective equipment and follow safe operating procedures 	<ul style="list-style-type: none"> Ensure staff are trained and follow safe operating procedures Take immediate action on health and safety issues – seek advice from the Health & Safety Manager, or Site Manager Ensure training is documented and any incidents reported and documented Ensure waste is managed to minimize environmental and financial costs
<i>Company financial</i>	<ul style="list-style-type: none"> In conjunction with EastPack's 	<ul style="list-style-type: none"> Annual budgets set and

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<i>objectives</i>	<p>Management Team, set annual Site operating budgets</p> <ul style="list-style-type: none"> • Have a clear understanding of Site operating budgets • Clearly communicate production costs to the Management Team • Regularly update Site labour cost YTD against budget • Responsible for managing the Production Team to achieve the financial objectives • Responsible for (jointly with Site Manager) managing Site CAPEX proposals and projects 	<p>agreed by the deadline set by the Financial Team</p> <ul style="list-style-type: none"> • Communicate agreed budget to the production Team by the 1st March • Prepare updates for the weekly update of YTD against budget • Meet agreed budgets • Site management of the tray making operation in conjunction with any Contractor
<i>Marketer Specifications</i>	<ul style="list-style-type: none"> • Staying up to date with industry information and a clear understanding in of Marketer's specifications • Ensure fruit is packed / repacked in compliance with Marketer's specifications (DIFOTIS) • Maintain a good working relationship with Marketers 	<ul style="list-style-type: none"> • No loss of Shareholder or Grower client returns due to lack of knowledge of Marketer's specifications • No Marketer Site charges due to lack of knowledge of specifications • Ensure that all fruit ECPI'd at the Site passes at the Wharf – No significant difference in EastPack's Site finding to those of the Marketer's • No end point inspection due to loss of Site's accreditation • Site below the Industry average by variety for the number of facility holds applied from wharf failures • Facility to be better than industry average at the end of the season with regard to Marketer Quality Score Card • To achieve low risk status in Packhouse and Coolstore at the start of the harvest season • No product dumped offshore by Marketer (Insurance claims excluded) • No Marketer's critical non compliance issued • No green fleshed gold found offshore where tracebacks cannot prove correct procedures were followed • No fruit on hold in inventory that equates to Grower Kiwistart returns being

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		withheld by Marketer <ul style="list-style-type: none"> • Site to achieve a net positive DIFOTIS premium • No formal complaints from Marketer's to EastPacks Systems Manager
<i>Management of EastPack's Documented Operating System (DOS)</i>	<ul style="list-style-type: none"> • Responsible for the effectiveness of <u>Packhouse</u> functions, systems and "Best Practice" (DOS) to enable the Company, Shareholders and Grower Clients to meet financial objectives whilst maintaining the quality standards required by the Marketer's • Responsible for the implementation and annual review of Packhouse DOS at the Site • Ensure all recommendations for change are reported to Site's System Manager 	<ul style="list-style-type: none"> • No internal or external system non-compliance due to DOS not being carried out • Monitoring on a daily basis the effectiveness of the DOS • All changes have the change form documentation completed, the correct procedure followed for updating the DOS and is carried out in a timely manner • No loss of Grower Client due to DOS not being implemented
<i>Inventory Management</i>	<ul style="list-style-type: none"> • Ensure rework and fruit loss are minimised and Shareholder and Grower Client returns are maximised • Have a clear understanding of EET and Marketer's Grower Policies • Ensure EastPack Site Management Team have a clear understanding of EET and Marketer's Grower Policies • Focus on the Management of: <ul style="list-style-type: none"> ➢ Curing times ➢ Gold Protocols ➢ Taste (STP) ➢ Pest Free ➢ Kiwistart ➢ Non Zespri Supply ➢ Collaborative Marketing ➢ Part Pallets ➢ Pack Plan ➢ Fruit loss ➢ ECPI ➢ CC and RK ➢ DIFOTIS 	<ul style="list-style-type: none"> • Fruit loss meets company target • Offshore outturn to be below industry average • No loss of Shareholder and Grower Client returns due to lack of knowledge of EET or Marketer's Grower policies • Curing times compliant with DOS • Gold Protocol A,B & S loaded out with below the industry average fruit loss • No loss of STP due to fruit not loaded to correct market • No loss of Pest Free returns due to incorrect hold applied in EDI • No loss of returns due to Pest Free inventory loaded to incorrect market (Not Korea) • All Kiwistart loaded out by Marketer's specified date • One part pallet per material code in coolstore • No loss of Shareholder and Grower Client returns or pack transfer at EastPack's cost due to product in incorrect packtype

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		<ul style="list-style-type: none"> No product to need rework or rechecking due to not being loaded out when scheduled unless Marketer has cancelled shipment No high priority product is left in the inventory when there has been an opportunity to ship No surprise deterioration of product causing above average fruit loss No Grower Client complaints due to inaccurate Grower data
<i>Communication with Shareholders and Grower Clients</i>	<ul style="list-style-type: none"> Responsible for ensuring all queries are answered in a friendly manner, promptly and accurately All financial queries to be directed to Head office 	<ul style="list-style-type: none"> No complaints regarding any unanswered queries No complaints raised with the CEO, or negative feedback from any survey undertaken by EastPack regarding Service
<i>Box Making</i>	<ul style="list-style-type: none"> Responsible for the staff recruitment of Box making staff Accounts for labour to be settled weekly with Eastpack accounting staff 	<ul style="list-style-type: none"> All staff to be employed by EastPack Staff to have an EastPack and Contractor induction
<i>Packaging inventory Management</i>	<ul style="list-style-type: none"> Management of all Packaging and componentry and ensuring it is on hand when required Maintain healthy working relationships with all packaging suppliers and ensure the products meet our quality control standards 	<ul style="list-style-type: none"> Production is not affected due to a packaging issue Carry over packaging stock to be kept at a minimum Stocktakes completed by deadline Accounts checked verified by deadline
<i>Reporting</i>	<ul style="list-style-type: none"> Monthly written report to the Site Manager. This shall include: <ul style="list-style-type: none"> ➤ Budget against YTD ➤ Fruit Loss ➤ Staff performance 	<ul style="list-style-type: none"> End of every Production day the Site Manager receives written report in agreed format
<i>Personnel Management</i>	<ul style="list-style-type: none"> Responsible for ensuring (with the assistance of the HR Team) the following is carried out effectively and EastPack policies are adhered to for all full time staff: <ul style="list-style-type: none"> ➤ Employment and Induction ➤ Rosters (Packhouse staff) ➤ Staff training ➤ Team building & leadership ➤ Performance management ➤ Monitoring of performance 	<ul style="list-style-type: none"> All Key Packhouse positions are covered in result of absenteeism No loss of valued staff due to work environment or team morale No disputes dealt with outside EastPack due to fault by not adhering to policy or procedure No staff member to breach EastPack's Hours of work

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	standards (Packhouse staff) <ul style="list-style-type: none"> ➤ Monthly staff reviews ➤ Annual salary reviews ➤ Disputes management ➤ Disciplinary actions 	Policy (fatigue management) <ul style="list-style-type: none"> • Performance management carried out when individual performance falls below agreed objective • All staff reviews carried out by deadline agreed with HR Manager • No complaints raised with the CEO, or negative feedback from any survey undertaken by EastPack
<i>Site Appearance</i>	<ul style="list-style-type: none"> • To contribute with the Site maintenance and ensure the general appearance meets on a daily basis the standard expected by EastPack 	<ul style="list-style-type: none"> • No formal complaints regarding Site appearance or maintenance
<i>Growing Excellence</i>	<ul style="list-style-type: none"> • Identify best practices and implement, follow and audit Standard Work and Standard Operating Procedures • Relevant Visual Performance Measures (VPM's) implemented and kept up to date • Utilise 6S principles • Always be working to improve processes to minimize waste and improve performance Develop a committed, well-informed and motivated team 	<ul style="list-style-type: none"> • Key data and processes clearly visual • Standard Operating Procedures followed • Standard Work followed • Regular audits undertaken to ensure compliance • VPM's up to date • Good workflow, tidy and safe workplace • Continuously improving • Improvements initiated by all levels of staff
<i>Teamwork</i>	<ul style="list-style-type: none"> • Communicate, share information, and co-operate with EastPack management, supervisory teams and other employees • Motivate and enhance team performance 	<ul style="list-style-type: none"> • Behaviour appropriate to EastPack standards and policies • Formal and informal peer reviews
<i>EastPack policies</i>	<ul style="list-style-type: none"> • (already covered above) Demonstrate and encourage an awareness and responsibility for the Traffic management policy in the workplace. • Demonstrate and encourage an awareness and responsibility for the Drug and Alcohol policy in the workplace. • Demonstrate compliance with Food Safety and Hygiene policies and any other company policies EastPack may implement. 	<ul style="list-style-type: none"> • Behaviour appropriate to EastPack standards and policies • Formal and informal peer reviews

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<i>Promote and maintain EastPack's culture</i>	Chosen as the Preferred Post Harvest Operator and respected as an industry leader.	<ul style="list-style-type: none"> No loss of Shareholders or Grower Clients due to quality, service or delivery issues.
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Key Internal Relationships

Operations Manager, Opotiki Site Management Team, Opotiki Site Employees, EastPack Management Team, EastPack Head Office, EastPack Te Puke Site, EastPack Edgecumbe Site, East Pool Shareholders and Grower Clients,

Key External Relationships

Zespri, Southern Produce, Packaging Suppliers

Delegations

Staff management	direct reports: 6 <ul style="list-style-type: none"> x 4 Line Managers (2 day shift and 2 night shift) Packaging Contractor, Boxmaking Team Leader Maintenance and Forklift Supervisor
Financial	Operating Expenditure: As per agreed budget Capital Expenditure: As per agreed budget

Person Specification

	Essential	Desirable
Educational qualifications	N/A	
Work experience	<ul style="list-style-type: none"> Experience with managing teams Experience in a production role 	<ul style="list-style-type: none"> Experience in the kiwifruit industry
General knowledge	<ul style="list-style-type: none"> Clear understanding of meeting targets/budgets Clear understanding of EastPack's Documented Systems (DOS) Clear understanding of Marketer's specifications Clear understanding of EET and Marketer's Grower Policies 	
Skills	<ul style="list-style-type: none"> Ability to lead and motivate staff to achieve targets Able to maximise production whilst maintaining quality Sufficient practical skills to assume responsibility for technical issues that will arise Computer Literacy Excellent organisational skills and the ability to work under pressure to make sound commercial decisions and meet deadlines Excellent communication skills Good administrative skills with high attention to detail 	<ul style="list-style-type: none"> Knowledge of KiwiPlus Inventory Software Mechanical aptitude
Personal attributes	<ul style="list-style-type: none"> Ability to work extended hours as and when required. 	

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