



# Team Leader - Cold Chain

## Position Description

*Our Purpose Creating Goodness from the Farms the World Needs*

**Division:** Operations

**Reports to:** Group Leader

---

### Role purpose:

The Team Leader position has responsibility and accountability for a Cold Chain team/unit within the department. Being directly responsible for Cold Chain team members, the Team Leader plays a critical part in ensuring team members know and understand what's expected from a productivity perspective and how their team's productivity and efficiency contributes to the overall departmental targets. The Team Leader ensures cold chain activities are always done safely and to a high standard by their team.

The Team Leader provides:

- Inspirational leadership to the team which enables the highest of standards to be set and builds a team culture which embraces and values respect, accountability, and teamwork.
- The interface between various cold chain teams and how the teams interact to be most successful.
- Effective communication to and from the team, which is clear, honest, informative, and regular.
- Clarity to the team so the team clearly understands the daily plan and expected delivery.
- Clarity so the team clearly understands the daily productivity plan and their delivery.
- The drive to embed continuous improvement understanding within the team and champion's actions through the Streamline program.

The Team Leader's role is critical in ensuring individual's personal needs and expectations are met within the team whilst balancing that with the outcomes required from production, done safely, whilst never compromising quality and compliance.

Responsibilities include:

- People / Leadership
- Production / Commercial
- Technical
- Health and Safety
- Continuous Improvement
- Sustainability and Environmental
- Infrastructure and Projects

---

### Key relationships

#### External:

Ministry for Primary Industry (MPI)  
Kotahi  
Kiwi Rail  
Local Transport Companies  
Shipping Lines

#### Internal:

Direct reports:

- Team Leads/Team Members

Other Relationships:

- Senior Group Leader, Section Manager, Processing Manager, Site Manager
- Specialist site staff
- Engineering/electrical team members
- Corporate Logistics

---

## Key responsibilities

### People/Leadership

- Train, coach, and mentor members of your team to achieve departmental goals, maintain compliance, health and safety, and communicate to the team the targets, and what they mean and how they relate to the team member's work.
- Establish a high standard of communication both upwards and downwards. Respond to all internal and external stakeholders in a timely and professional manner.
- Embrace and complete all leadership training that is required for you to fulfil your role.
- Using the GROW program, understand your team members aspirations and assist them to achieve those.
- Monitor employee performance and provide regular constructive feedback.
- Actively manage absenteeism levels, holding team members accountable for their attendance
- Undertake disciplinary measures and take corrective actions when necessary.
- Get to know your people, their personal and work goals, their team and individual strengths and weaknesses. Hold them accountable for their performance but support them to achieve.
- Maintain a flexible approach to how your team works and meets their objectives.
- Engage with visiting customers and auditing bodies. Have them feel complete confidence in your team and department by displaying knowledge and control.
- Complete root cause analysis when needed to identify opportunities.

---

### Production/Commercial

- Plan weekly/daily work requirements in conjunction with the Group Leader and clearly communicate the requirements to your team. Seek understanding from them to ensure clarity.
- Ensure you and your team members fully understand applicable compliance regulations.
- Manage Team members to achieve specific KPI and efficiency targets to maximize loading throughput.
- Regularly review the product your team processes, stores, and loads, ensuring it meets specifications and standards (customer, technical, quality, and environment).
- Understand Our Methods, Our Techniques and Our Checks as they relate to your team and ensure requirements are met.
- Communicate with other departments/teams clearly and regularly regarding product delivery expectations into and out of your team and department.
- Report operational machinery faults to Engineering to ensure machinery breakdowns are attended to in a timely and safe manner.

---

### Technical

- Maintain a 'customer first' culture within your team. "Near enough is not good enough".
- Understand what internal and external food safety and quality requirements apply to you and your team. Communicate these clearly with your team members.
- Maintain the highest levels of personal and workplace hygiene, supporting team members to do the same.



- If food safety, quality, hygiene compliance is not being met, act! If required, escalate issues to your Leader.
  - Support and reinforce the QA's authority to instruct, critique and inform.
  - Support the implementation of Technical/Compliance changes and encourage team members to embrace and adhere to all changes.
  - When product quality falls outside of acceptable limits as advised by QA, actively address problem areas, and support the production teams to bring processing back under control.
- 

### Health and Safety

- Build an 'uncompromising safety culture' within your team.
  - Understand and comply with all health and safety requirements related to your team members and their work. When you are unsure, ask.
  - Embrace and promote the phrase "the standard you walk past is the standard you set".
  - Closely monitor the compliance of your team members against these requirements. When non-compliance is seen, act!
  - When required, operate processing machinery adhering to operational and health and safety rules.
  - Support the implementation of H&S changes and encourage team members to embrace and adhere to all changes.
  - Ensure your team members report all near misses and all accidents.
  - Undertake all H&S training that is required to fulfil your role.
- 

### Continuous Improvement

- Be the Streamline lead within your team including line board completion, running line meetings, reporting back to team, modelling the Streamline way.
  - Understand what continuous improvement means and how it can apply to all aspects of your team's work.
  - Encourage team members to find new ideas to improve work practices.
  - Encourage team members to identify waste improvement opportunities.
  - Participate in problem solving projects when asked e.g. root cause analysis, ICAM investigation
  - Be the change champion for improvement and adopt a "better than yesterday" mindset.
- 

### Sustainability and Environmental

- Support the Group Leader with improving work practices to try and improve sustainability factors within the departments control
  - Actively monitor 'waste' within the team. In conjunction with the Group Leader drive take action to minimise/eliminate
  - In conjunction with team members, actively separate and save suitable components for recycling
  - Immediately report to your Group Leader any environmental incident which will result in loss, harm or non-compliance. Undertake appropriate corrective action
- 

### Infrastructure and Projects

- Advise Group Leader and Engineering dept on maintenance issues within the department



- Help ensure preventive actions are taken to address maintenance issues
  - Assist as needed in adopting new ways of working through techniques, processes, and systems.
  - Be a steward of company property and assets.
  - Ensure essential equipment is kept in safe working condition through regular inspection and daily checks.
- 

## **Competencies and professional expertise**

- Minimum 2 years warehouse/distribution / export loading experience in a team lead role, preferably in FMCG/primary industry
  - Previous experience leading teams within a continuous improvement environment
  - Ability to articulate personal leadership style and approach
  - Demonstrates excellent written and verbal skills
  - Proficient user of MS word, Excel, and Outlook
  - Ability to communicate clearly, concisely, and frequently, in a manner that is positively received
  - Ability to mentor and develop leadership roles within the cold chain
  - Keen attention to detail
  - Ability to problem solve in a fast-moving environment
  - Ability to work effectively in cross-functional and culturally diverse teams.
- 

## **Core expectations**

- Demonstrated ability to deliver on time-quality product to customer, to the highest standard of safety and compliance.
- Demonstrates sound written, oral and interpersonal communication skills
- High level knowledge of product specifications and customer requirements.
- High level knowledge of regulatory and hygiene compliance requirements
- Good understanding of red meat sector or comparable business
- A personal 'fitness for work' enabling you to undertake the role as expected daily
- Willingness to complete all reasonably requested tasks in a competent and timely manner

As Team Leader, you may be consulted with and requested to cover leadership roles on other shifts / departments as necessary for the smooth running of the plant.

---

