

Welcome to New Zealand Post

We're excited about the possibilities that lie ahead. We're confident we'll realise the potential of our people, our plans for the future and our brand. We're an incredibly diverse and thriving business. This creates wide-ranging opportunities and a huge variety of jobs at Post.



Job Description

Service Operations Manager

Job details

Division	Customer Service Delivery	Grade	TBC
Business area	Service Delivery Northern	Location	Hamilton
Reporting to	Service Delivery Area Manager	DFA	Up to \$50,000
Direct reports	4 (indirect approx. 25)	Safety sensitive	Yes
Last updated	July 2017		

Job purpose

The Service Operations Manager is focused on engaging our workforce in the processing, distribution and delivery of our customer's mail and freight in a timely and efficient way, as measured by our service performance targets. The Service Operations Manager is also responsible for the overall performance of the Customer Services and Administration function for the branch.

The Service Operations Manager will lead these teams successfully by managing costs and service performance against set targets as well as leading and implementing improvement initiatives.

Targets will be achieved through a clear focus on leadership of the team; creating a team culture that people want to be a part of, keeping them up to speed with organisational changes and helping them develop in their skills and careers. In addition, a key part of the role is recognising and rewarding performance and managing poor performance should that occur.

Our organisation

Around since 1840, New Zealand Post has a long history – and a great future. There are many of us – involved in postal, banking, communication, data management, logistics and distribution services – helping New Zealand run. Our eyes are firmly on the future and making sure we bring the best of it to our customers and communities.

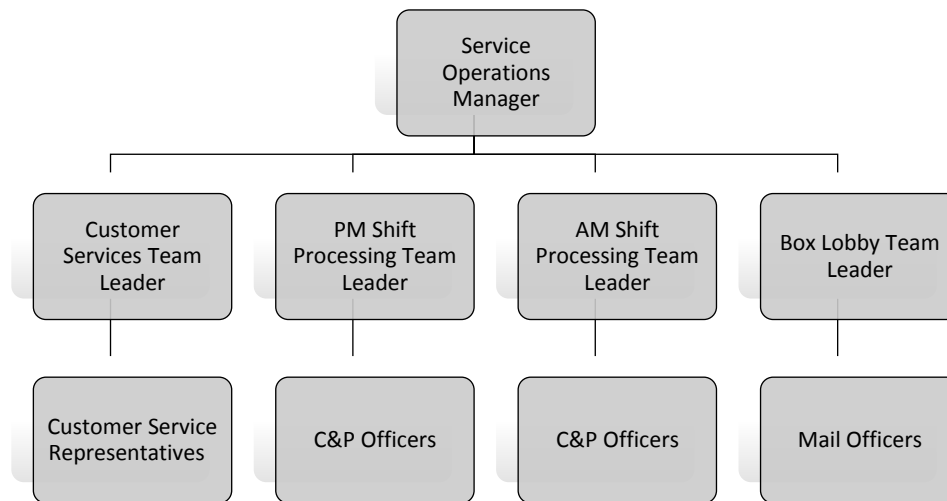
The behaviours and attributes that are important to us:

- One team – go further
- Do what's right
- Make it easy
- Raise the bar

Our Mail and Logistics business is a leading logistics provider in New Zealand. Our team of 8,000 people move hundreds of millions of mail and parcel items into all corners of the country every year, connecting New Zealanders with each other and the world. The needs of our customers are ever-changing and happening faster every day – our team needs to be one step ahead of these changes and act quickly, knowing exactly how the network is performing and able to deliver for our customers. We work to deliver innovative and profitable customer solutions and services that help the Post Group grow.



My Team



Key accountabilities

The job holder will be required to deliver key programmes and strategies as defined in the CSD and Transport & Logistics Business Plan.

The job holder will need to develop and maintain effective meaningful relationships with internal stakeholders, customers and suppliers, to provide products via centralised and de-centralised distribution models to customers and stakeholders

The job holder will have strong working relationships with key internal stakeholders that will span Market Solutions, Channels, and Operations. Through these relationships the role holder will learn and develop an understanding of the key customer requirements, allowing the role holder to develop solutions to meet these requirements balancing high service levels with the lowest possible cost.

Specific accountabilities for this role include the following:

Accountability	Description
Mail Processing	Oversee the processing function in Tauranga ensuring that mail and parcels are sorted according to Company procedures and that service performance targets are met
Parcel Processing	Ensure the smooth flow of freight (both in and out bound) through the WOC & Box Lobbies ensuring this process is done so efficiently and accurately.
Customer Services	Oversight of Tauranga Customer Services ensuring that the team deliver a quality and timely service to customers both on site and via phone or email and in accordance with standard processes and company service standards.

Accountability	Description
People Leadership	<ul style="list-style-type: none"> Responsibility to ensure appropriate resourcing to maximise efficiency in the business areas. Recruitment and on boarding as appropriate. Continue to improve engagement for all staff ensuring high response rate to yearly survey and meaningful action planning and follow up with all teams. Effectively communicate with team on a wide range of material. Maintain and develop positive union relationships. Professionally lead any change processes.



	<ul style="list-style-type: none"> • Build and maintain relationships within your team and actively look for ways to support team objectives and contribute to the achievement of shared targets and goals. • Setting performance objectives with direct reports annual, managing and measuring performance against these • Day to day performance management of individuals by providing ongoing feedback and recognition. • Team members have the support and development they need to perform well on an ongoing basis. • Complying with HR policies, the terms and conditions in the relevant employment agreements and other contractual obligations • Continual effort in developing own leadership
Customer Focus & Service Performance	<ul style="list-style-type: none"> • Ensuring the team provide an accurate, reliable, quality service to customers in an efficient manner • Team interactions with customers are appropriate and reflect our brand positively • Work collaboratively with the other departments on site including contractors to ensure all services are provided safely, commercially, sustainably • Ensuring standard processes are followed and the team consistently meet service standards • Identify and resolve issues that affect the ability to meet service standards • Security policies and procedures are understood and adhered to by the team and prompt action is taken on any issues which may affect the security of product, materials or assets • Co-ordinate the transport logistics • Develop, install and monitor effective quality measures
Financial Management	<ul style="list-style-type: none"> • Actively manage and monitor operational budgets and monthly payroll reporting • Manage costs to achieve the lowest cost of service whilst meeting service standards • Ensure people resources are matched to volumes and expenditure is tightly controlled (including purchases under PCard) • Ensure quality training programs are in place to minimise 'human error' which leads to financial losses • Ensure program and training is in place to achieve revenue protection targets • Implement and manage program to audit and report on counter product and 'cash sales'
Problem Resolution Management	<ul style="list-style-type: none"> • Co-ordinate resolution of escalated customer problems – driving applicable process improvements and customer communications. • Set correct expectations with internal and external customers and keep all regularly informed and updated.
Continuous Improvement	<ul style="list-style-type: none"> • Identify and drive opportunities for improvements within branch and wider business. • Adhere to NZPost's policies and business rules ensuring that any issues which may affect the service or delivery of products are addressed accordingly. • Positively support NZPost programs of change.
Health and Safety	<ul style="list-style-type: none"> • Site Health & Safety Champion, leading compliance on the Company's health and safety policies and procedures. • Take action to improve the health and safety record of the workplace including active participation in H&S initiatives such as the Safety and Wellbeing action group • Develop and support members from each department/shift to be key players on the site SWAG • Participate accordingly in the Risk Manager Audit processes • Ensure equipment and work areas are well maintained. • Take personal responsibility for keeping themselves, co-workers and equipment free from mishaps. •



Risk Management

- Comply with the Company's identified compliance risks.
- Report promptly any incidents that could have resulted in a compliance breach.
- Assist product managers to ensure products held in the supply chain are secure and do not subject the business to any undue or unacceptable risk.

Key behavioural competencies

Competency	Description
Customer Focus	<ul style="list-style-type: none"> ● Passionate about our business and our customer's business succeeding. ● Works hard to understand and anticipate the best solution for our customer. ● Establishes trusted relationships with customers through regular contact with them. ● Understands the products and services that NZ Post are able to offer customers and is able to negotiate and upsell services and products when the opportunity arises; ● Excellent problem solver who is able to resolve conflict quickly and effectively; ● Walks in the shoes of the customer and always considers outcomes from their perspective; ● Takes personal responsibility for getting things done.
Communication Skills	<ul style="list-style-type: none"> ● Able to effectively communicate with all kinds of people; ● Shows business acumen in their dealings with customers; ● Works with the team; ● Forward focused; ● Acts as a conduit for Company communication for all staff.
Action Oriented	<ul style="list-style-type: none"> ● Agile and Flexible (looks for solutions and is forward focused); ● Real time decision making (thinks on their feet and able to understand and disseminate information quickly and effectively) ● Champions and embraces change; ● Believes in our promise to our customers and their actions promotes first time delivery.
Team Leadership	<ul style="list-style-type: none"> ● Creates a feeling of belonging in the team; ● Fosters engagement and pride in the organisation; ● Coaches team members for success; ● Values team members by responding quickly to queries; ● Lives and leads by demonstrating the values of NZ Post; ● Quickly gets onto performance issues and resolves these; ● Understand the differences of managing different staff groups, e.g. contractors, couriers, box lobby, delivery agent etc.
Collaboration	<ul style="list-style-type: none"> ● Works with other members of the NZ Post team to ensure that we consistently deliver service standards; ● Understands that they are part of the whole exhibiting one team, rather than siloed behaviours; ● Builds and leverages networks; ● Shares the wins.
Learns on the fly	<ul style="list-style-type: none"> ● Learns quickly when facing new problems;



- A relentless and versatile learner;
- Open to change;
- Analyses both successes and failures for clues to improvement;
- Experiments and will try anything to find solutions;
- Enjoys the challenge of unfamiliar tasks, quickly grasps the essence and the underlying structure of anything.

Key relationships

Internal:

Delivery agents, courier contractors, box lobby network, customer services teams, people & culture, sales & service teams, and other key leaders or departments within the business.

Externally:

Customers, third party suppliers, unions, members of the public and local Council.

Qualifications / Experience

Preferred Qualification	<ul style="list-style-type: none"> ● Relevant Tertiary Qualification Degree or equivalent in Business (Management, Operations or other relevant discipline). ● NZQA Level 3-5 Business Management.
Experience	<ul style="list-style-type: none"> ● Minimum 3 years operational, leadership /or service delivery experience. ● Large business experience – including working across different areas and levels of people. ● Relevant experience working with contractors. ● Customer relationship management. ● Proven business growth results. ● People Leadership experience. ● Strong commercial acumen – experienced in client negotiations. ● Proven Financial Management of own business unit/ budgets. ● Proven team-player, demonstrates desire to support the common goals for the team and sets high standards of personal performance.
Skills	<ul style="list-style-type: none"> ● Advanced computer skills –office 365 and multiple application platforms. ● Proven analytical, evaluative and problem solving skills. ● Strong time management and organisational skills. ● Excellent written and oral communication skills. ● Excellent interpersonal skills. ● Ability to handle multiple and changing priorities. ● Strong attention to detail.

