

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

Automation Sort Analyst

Job details

Division	Processing	Grade	TBD
Business area	National Processing	Location	Auckland
Reporting to	Automation Planning Manager	DFA	N/A
Direct reports	Nil	Safety sensitive	Yes
Last updated	June 2018		

Job purpose

The Automation Sort Analyst is responsible for the quality of the sorting process for the National Operations Automated Processing Centres which will include:

- Measurement and Analysis of VideoCoding, Machine Sortation and Manual Sortation quality for NZ Post Processing Sites.
- Reporting Errors and trends to NZ Post management teams, and to External vendors
- Recommending and following up of corrective action to prevent ongoing Video Coding and sortation errors
- Development and implementation of continuous improvement programs relating to Sortation

Our organisation

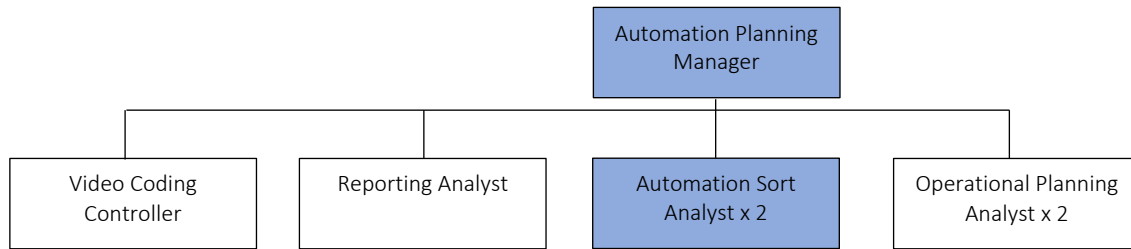
Around since 1840, New Zealand Post has a long history – and a great future. There are many of us – involved in postal, banking, communication, data management, logistics and distribution services – helping New Zealand run. Our eyes are firmly on the future and making sure we bring the best of it to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

The values that are important to us:

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



My team



Key accountabilities

The incumbent must have the ability to analyse video coding and missort information, identify all related issues, and develop reporting techniques that will enhance the business effectiveness. The role is dynamic and challenging in that the incumbent will respond to the needs of the business and this requires carrying out a range of different projects and tasks. However, most tasks will have a human resource element, as this is the key driver in the business. They therefore need to be flexible and resourceful

The job holder must work with staff over which they have no direct line control, while ensuring local line management authority does not appear usurped/periodic direction of variable resources may be required as well provision of direction to other NZPost group personnel not under job holders' direct leadership.

The key outcomes for this role are:

1. To drive initiatives that reduces cost of the mail and parcel automated processes, by ensuring that Video Coding and sorting errors and analysed are improvements are implemented and maintained to optimise resources in the parcel automation facilities
2. To drive efficiencies in mail and parcel automated facilities through reporting and process analysis ensuring that the best outcome is achieved for New Zealand Post's customers
3. To ensure continuous improvement programme is developed and implemented to optimise the assets in the parcel and mail automated facilities
4. To improve collaboration and information sharing between the NZPost automated processes to lift performance of our automation facilities

Specific accountabilities for this role include the following:

Accountability	Description
Sort Quality Management and Analysis	<ul style="list-style-type: none"> • Analyse the automated sorting machine performance with regards to Video Coding quality and errors; including missorts • Working with the Video Coding Controller, internal stakeholders and subject matter experts to identify opportunities for improved sort accuracy of the automated processes • Assisting with the ongoing monitoring and improvement of the video coding and manual missort management processes. This includes change management throughout the process flow. • Assisting with data capture, data analysis and the collation of information which will encourage business groups (e.g. Marketing, Sales, Engineering, Addressing, Mail Centre Operations, Delivery) to implement actions to improve sort quality and the reduction of errors due to the automated sort processes



Other Accountabilities	<ul style="list-style-type: none"> Assisting the Video Coding Controller with the performance management of the video coding resource Creation and delivery of training material specific to video coding and missort improvement initiatives Travel to the various automated processing centres to facilitate improvements in the processes Maintain a close relationship with the Sort Plan and Reporting Team with the aim of improving quality in the automated sorting processes
Safety and Wellbeing	<ul style="list-style-type: none"> Promote and model good health & safety practices and work closely with your safety and wellbeing peers supporting all initiatives
Commercial	<ul style="list-style-type: none"> Participate in projects/business initiatives related to process improvements to improve the quality of the process Provide backup to the Video Coding Controller with the planning of Video Coding Resources
Customer	<ul style="list-style-type: none"> Be fully invested in achieving maximum efficiencies for our Volume Post customers by ensuring any issues are raised with the appropriate account manager or customer liaison Contribute to minimising missorts that will cause delays in customers receiving their product
Relationships	<ul style="list-style-type: none"> Build and maintain sound working relationships with internal stakeholders, especially in relation the automated processing centres and their associated delivery point customers Contribute to team relationship, performance building and a harmonious working environment Respond in a timely and professional manner to requests relating to missort and sort rate process management Build and maintain sound working relationships with the Sort Plan, Reporting Team, and Service Improvement Specialists.
Future	<ul style="list-style-type: none"> Contribute to the development and reporting of meaningful Key Performance Indicators which reflect the business requirements of the Video Coding process Offer support and input for the development of any solutions that will assist in understanding the automated sorting machine's performance and capabilities

Key behavioural competencies

Competency	Description
Informing	<ul style="list-style-type: none"> Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation Provides individuals with information so that they can make accurate decisions Information provided is timely and relevant
Analytical	<ul style="list-style-type: none"> Understands process and associated Information High level of attention to detail Analyses both successes and failures for clues to improvement Understands relationships in data Evaluates results
Communication	<ul style="list-style-type: none"> Accurately communicate information and corrective action for process improvement Is courageous with their communication Uses diplomacy and tact



	<ul style="list-style-type: none"> Builds constructive and effective relationships
Customer focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first-hand customer information and uses it for improvements in products and services Acts with customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect
Interpersonal savvy	<ul style="list-style-type: none"> Relates well to all kinds of people, up, down and sideways, inside and outside the Organisation Builds appropriate rapport Builds constructive and effective relationships Can diffuse even high tension situations comfortably
Action oriented	<ul style="list-style-type: none"> Enjoys working hard Is action oriented and full of energy for the things he/she sees as challenging Not fearful of acting with a minimum of planning Seizes opportunities

Key relationships

Internal:

- Production/Processing Teams / Process Managers
- Service Improvement Specialists
- Video Coding Controller
- IT Team
- Operations Management
- Finance & Admin Teams

External:

- Video Coding labour suppliers
- Temp Agencies

Qualifications/Experience

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> NCEA Level 4 or diploma <p>Desired</p> <ul style="list-style-type: none"> Tertiary degree in business or process qualification Industry training in logistics Information Technology related courses, e.g. networking or database querying
Experience	<p>Essential</p> <ul style="list-style-type: none"> Business analysis experience <p>Desired</p> <ul style="list-style-type: none"> 2 years working experience Proven experience in operations Mathematical modelling experience Database mining experience



Skills**Essential**

- Strong process skills with a wide understanding of process analysis
- Familiarity with Microsoft Office products, with special reference to Excel (advanced)
- Familiar with producing relevant documentation
- Ability to build workable relationships

Desired

- Familiarity with operational large mail organisations
- Exposure to large scale operations with automation
- Experience in Data entry methods and off-shore data entry processes (IT)
- Experience in Data Analysis and Data Mining with SQL and Oracle databases

