

Operations Manager

Kaupapa | Purpose

1. Lead the operations support services team to deliver technician/logistics and reception/administration services
2. Identify, develop and maintain strong relationships and networks with key internal and external stakeholders.
3. Manage specified projects and significant process reviews
4. Lead business process management improvement through LEAN Demonstrate a sound understanding of operational processes, systems.
5. Ensure the efficient running and data integrity of the warehousing, Technician and Administrative services supporting the Engineering and Trades departments through constant planning, organising, change management, direction and control.

Reports to: Centre Director

Team: Wintec | Te Pūkenga

Remuneration: \$105,400 – \$124,500 – IEA Band 7

Date: May 2025

Ngā mahi | Do

Leadership/People Management

- Be accountable for the operation support services team and their performance
- Ensure that the quality of service provided to School of Trades and Centre of Engineering and Industrial Design is to a high level, efficient and meets the service level expectations
- Create a positive environment in which staff are motivated, innovative and contribute to effective change

- Promote a customer service culture and securing staff commitment to this process
- Ensure that recruitment and development of staff meets the current and projected requirements of the work area to promote effective and competent people management
- Ensure effective management of staff performance through KPI objectives
- Ensure professional development is aligned with business plan & individual staff development plans
- Ensuring these leadership qualities and the Wintec values are reflected in management decisions, to particularly encourage excellence and the achievement of objectives, and the Wintec Strategic Plan
- Provide leadership and direction to staff to ensure they are an engaged, high performing and flexible team who has the ability to maximize efficiencies in their service outcomes
- Recruit, develop and manage an effective team manage staff performance and professional development matters as per Wintec's policies, guidelines and delegated authority

Business process management

- Lead business improvement initiatives to enhance the efficiency and effectiveness of the Operations support services team through the use of LEAN and Business process management

Financial/Resource management

- Development, approval and management of operating and capital budgets Financial targets are achieved through effective management of resources
- Administrative processes and policies are designed, implemented and reviewed as required
- Information technology resources and utilisation is optimized

Relationship Management

- Proactively identify and develop strong relationships and networks with key external and internal stakeholders
- Manage the coordination and communication of business and operational functions between the managers, ensuring better management of reporting, information flow, business processing and organisational planning between each of the business areas
- Proactively participate in the Leadership team and contribute to problem-solving and decision-making at a management level.

Change Management

- To lead and promote approved change and ensure the change process is planned and managed
- Identify and implement processes that support change and address resistance to change within the team

Operations Management

- Rigorously and continuously pursue the opportunities available to reduce operating costs and to increase efficiency and productivity throughout the team
- Support team members to identify and implement approved procedures and processes that ensure the most effective and efficient use of the company's resources
- Initiate cost control measures to continuously minimise operating costs Ensure all appropriate reporting is completed to agreed deadlines Coordination and maintenance of all relevant KPI reporting mechanisms
- Introduce stock accuracy benchmarking within each stock location on campus reduce error rates
- Manage consumables store operations

Health and safety management accountabilities are understood and applied. Individual and staff H&S outcome and objectives are reviewed at least annually.

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge
- Significant hazards are eliminated, isolated and/or risk minimized
- Staff in the area of responsibility are involved in the hazard management process
- Relevant H&S training is identified and completed for key staff and those with specific job/training requirements
- Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed and recommendations considered

Other duties

- Performs other duties as may be reasonably required from time to time.

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Education / training

- Degree in Business Management desirable Operations management Logistics diploma or similar qualification or
- Advanced Trade cert/national certificate L5 or NZCE desirable

Experience

- Previous Operations management experience minimum 5 years
- Previous Supply Chain / Logistics experience of 3 – 5 years at a similar level essential
- Experience in an operation of similar size or complexity essential Previous Leadership experience essential

Typical knowledge, skills and attributes

- Able to exercise judgement in problem solving
- Ability to be innovative, to question the status quo and to adapt to changing circumstances
- Ability to use initiative
- Highly developed interpersonal and relationship skills
- Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes.

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Wintec | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal: Academic staff Administration staff, Advisors/Consultants Department managers, Head of Schools/Centre Directors, Team Managers/Team Leaders/Co-coordinators and Dean of Faculty.

External: Consultants, Students Suppliers Business/industry and community

Resource delegations and responsibilities:

Financial: Yes

People: Yes