



Te Ngahere Ecological Restoration

Position Description: Operations Manager

- Reports to:** Company Director(s)
- Responsible for:** Team Leaders (4)
Overall responsibility for all Field Staff (15)
- Job Purpose:** To manage projects and field teams to ensure all staff are equipped and deployed to deliver the range of contractual obligations ensuring these contracts are delivered on schedule and to the correct quality standard.

Key Responsibility Areas	Key tasks
Technical Advice	<ul style="list-style-type: none"> • Maintain high level, up-to-date skills and knowledge in ecological and environmental management • Utilise internal consultancy services regularly to ensure that advice given to teams and Team Leaders represents current Best Practice. • Attend or present at forums to learn new techniques to advance the company. • Drive improvements in profitability and innovation.
Contract Management	<ul style="list-style-type: none"> • Ensure contracts are delivered on time and on budget, with the correct resources and within the parameters agreed with clients. • For every successful tender, ensure that adequate staffing and equipment resources are available to service the contract. • Audit progress against contractual requirements on-site, profitability, contingencies and opportunities for performance improvement. • Deliver reports to clients in a timely and proficient manner as required under contract. • Support the development of contract tenders • Review all operating systems including job management and planning systems; reporting systems; to ensure the company is operating to maximum efficiency. • Where opportunities present to improve efficiency, proactively introduce change to work systems in a manner that achieves support and cooperation from staff and other system users.
Staff management	<ul style="list-style-type: none"> • Regularly communicate the vision, direction and aspirations of the company to all staff within own direct line of responsibility. • Encourage a culture of high productivity and enjoyment in the work. • Provide leadership, direction and support to all Team Leaders and support the team leaders to do the same for the field staff • Ensure all field staff have all necessary equipment • Ensure Team Leaders are briefed on all aspects of their work programmes. • Actively assist the Team Leaders, to overcome obstacles, where they are unable to resolve the matter within the limits of their own authority. • Assist field staff to take personal and collective responsibility for proactively solving obstacles to success within the operating principles of the company. • Identify any additional staff required
Performance Management & Training	<ul style="list-style-type: none"> • Undertake performance reviews of Team leaders • Support the team leaders to deliver performance reviews of field staff within their teams. • In discussion with Team Leaders identify training needs of all team

	<p>members and ensure steps are taken to meet those needs.</p> <ul style="list-style-type: none"> • Identify situations where there is a need to utilize internal consultancy services to improve the knowledge/skill levels of individual or teams, and organize such training through HR. • Deal in the first instance with any matters of underperformance or misconduct, taking appropriate advice from the Director and/or Office Manager.
Health & Safety	<ul style="list-style-type: none"> • Ensure Team Leaders and all field staff are accountable for fulfilling all of their responsibilities under Health and Safety policies and procedures of the company and the standards of health and safety are adhered to at all times • Ensure all accidents, incidents are reported as required under company policy and in accordance with Health and Safety Legislation. • Actively participate in the company's hazard management practices, identifying all environmental and operational hazards on-site and in any place where staff are working. • Remove, contain or minimize any hazards as identified under the company's risk management processes. • If unable to effectively mitigate risk to health and safety, escalate the matter without delay to the Director to identify and implement a solution. • Support investigations and taking appropriate action into any breaches of the health and safety policy.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain key relationships with prospective clients to ensure clients feel valued and to identify opportunities for additional work. • Respond to all complaints within 24h hours, or sooner, depending on the nature and urgency of the complaint and the potential risk to company's reputation.
Other	<ul style="list-style-type: none"> • Undertake any task reasonably required to fulfill the duties of the position and the requirements of the employer.

PERSON SPECIFICATION

Qualifications

The preferred applicant must have the following;

- A relevant tertiary qualification in conservation, ecology, sciences or business/contract management
- Current NZ Drivers License (Class 1)
- Minimum five years working experience in conservation or ecological works.

Ideally you also have your Applied Growsafe and Approved Handler and are a Qualified First Aider (Outdoor) but these skills can be gained on the job.

Skills & Experience

Organisational

- High levels of personal organization with the ability to forward plan and meet deadlines, even under challenging conditions.
- The ability to anticipate changing requirements in the field and deploy staff flexibly to meet the needs of the business.
- Sound knowledge and commitment to health and safety, showing practical application in this field.

People

- Excellent communication skills both written and oral, including the ability to write concise reports
- Excellent instructional skills, able to impart new information in a structured and interesting way to facilitate learning.
- Excellent staff and people leadership skills, demonstrated by the ability to engender loyalty, a sound work ethic and pride in workmanship in both Team Leaders and Team Members.
- The ability to manage and resolve conflict or underperformance in the workplace.
- Excellent customer relationships, able to quickly respond to customer queries or complaints and deliver full satisfaction in a short period of time.
- Able to work independently in isolated conditions and to support others working in similarly challenging conditions.

Technical / Other

- Sound knowledge and genuine personal interest in preserving the environment and sustainability of New Zealand's natural areas.
- An excellent understanding of invasive pest plants and animals and their control methodology.
- A sound knowledge of Best Practice and the ability to implement these in the field to remain a leading edge service provider.
- Competence in the use of Microsoft Office, Open Office, GPS/GIS applications
- Excellent customer relationships, demonstrated by the repeated ability to acquire new customers and build customer loyalty.
- A capable networker, bringing value to the business by continuously introducing the business to the market and the community.
- Physically fit and able, when required to work in hard and challenging outdoor environments