

Job Description

Position title:	Production Lead
Reports to:	Packhouse Manager
Direct reports:	Production Coordinators
Liaise with: **Internal** **Externally**	• Other Production Leads • Avocado Production Lead • EDI/EAN Operators • Site Quality Manager and Quality Team • Maintenance and Engineering Team • Inwards Goods • Coolstore Team • Other DMS employees • Machinery and equipment technicians • Service providers and Suppliers • Zespri, Asurequality, BRC Auditors

Main Purpose

To support the Packhouse Manager in the effective coordination and delivery of packhouse production across kiwifruit, avocado and repack operations throughout the year.

The Production Lead is responsible for:

- Acting as the operational link between the Packhouse Manager and Production Coordinators, ensuring production plans and priorities are understood and implemented.
- Coordinating and supporting Production Coordinators to maintain effective production flow, machinery utilisation and operational performance.
- Supporting avocado and repack operations in collaboration with the Packhouse Manager, Avocado Production Lead and Production Coordinators, ensuring production requirements and daily packing plans are aligned.
- Providing operational leadership, guidance and support to production teams, addressing routine issues within delegated authority and escalating significant matters as required.
- Supporting the development of Production Coordinators and contributing to continuous improvement across packhouse operations.

The role's focus and responsibilities will adapt to seasonal production requirements throughout the year.

Please note that due to the nature of the industry, there may be a need for additional duties to ensure consistency with workflow through the year.

Principal Tasks

Function Description	**Production Lead**		
Key Result Areas	Actions	Targets and measures	KPIs
Production Coordination and Performance	• Support the coordination and delivery of kiwifruit, avocado and repack production activities in accordance with operational plans and priorities set by the Packhouse Manager. • Coordinate and support Production Coordinators in managing production activities, ensuring effective fruit flow, line performance and allocation of people across production areas. • Monitor production performance, identify issues affecting output and efficiency, and address routine operational matters within delegated authority. • Escalate significant operational issues, risks or deviations from the production plan to the Packhouse Manager. • Provide operational support and cover where required to maintain continuity of production. • Support the coordination of avocado production activities, working with the Avocado Production Lead and relevant personnel to ensure fruit availability, packing plans, production resources and operational requirements are aligned.	• Production activities coordinated in line with daily plans, seasonal requirements and customer expectations. • Production Coordinators receive appropriate operational support and direction. • Operational issues identified and addressed or escalated promptly. • Production continuity maintained. • Avocado production activities coordinated in line with agreed packing plans and operational requirements. • Production resources and daily packing requirements aligned with the agreed avocado plan and fruit availability.	• Throughput against target. • Achievement of agreed production plans. • Productivity per shift. • Production downtime and delays. • Operational issues resolved or escalated in a timely manner. • Adherence to agreed avocado production plans.
Grading and Machinery Utilisation and Performance	• Ensure Production Coordinators operate machinery to optimise fruit flow, with a focus on running speeds, cup fill and grading utilisation. • Ensure Production Coordinators liaise closely with the Grading Supervisor to coordinate grading and production requirements. • Be responsible for the training and development of trainee operators, ensuring they are supported to operate machinery competently and safely. • Escalate performance issues and concerns to the Packhouse Manager.	• Machinery operated effectively to optimise fruit flow, running speeds, cup fill and grading utilisation. • Grading and production requirements effectively coordinated with the Grading Supervisor. • Trainee operators receive appropriate training and demonstrate competency in their assigned roles. • Performance issues and concerns communicated to the Packhouse Manager promptly.	• TE's per shift/hour. • Cost per TE. • Pack plan achievement. • Machine capacity utilisation and productivity.

	• Drive the effective use of optical grading by Production Coordinators to achieve the best possible outcomes for growers. • Work with the Packhouse Manager to address optical grading concerns and facilitate further training to support continuous improvement where required.	• Optical grading technology used effectively to achieve the best possible grading outcomes. • Optical grading concerns addressed and further training or improvement opportunities identified and actioned where required.	• Fruit loss. • Machinery downtime. • Grading performance against agreed quality and export standards.
Plant and Machinery Maintenance	• Promote good housekeeping and ensure production teams maintain machinery, equipment and work areas in a clean and orderly condition. • Coordinate with Production Coordinators, the Packhouse Manager and the Maintenance/Engineering Team to support machinery availability and reliability. • Ensure machinery faults and breakdowns are reported promptly and operational issues are followed up to minimise production disruption. • Assist maintenance personnel by providing operational information and access to machinery and production areas when required. • Support planned preventative maintenance activities and operational improvement projects as required. • Maintain or ensure completion of relevant operational records, including machinery breakdown information.	• Production areas, machinery and equipment maintained to required housekeeping standards. • Machinery faults and breakdowns reported promptly to the appropriate personnel. • Maintenance requirements communicated and coordinated effectively with the Maintenance/Engineering Team. • Planned preventative maintenance activities supported to minimise disruption to production. • Accurate and up-to-date operational maintenance and breakdown records maintained. • Opportunities to improve machinery reliability and reduce downtime identified and communicated.	• Housekeeping and maintenance audit results. • Machinery downtime. • Timeliness of breakdown reporting and follow-up. • Timely coordination of maintenance support. • Preventative maintenance compliance. • Accuracy and completion of maintenance and breakdown records.
Leadership and Team Development	• Provide day-to-day leadership, guidance and support to Production Coordinators. • Provide coaching, guidance and on-the-job support to Production Coordinators to strengthen their operational knowledge, confidence and capability. • Promote effective communication, teamwork and collaboration across production teams. • Monitor team performance and raise significant performance or conduct concerns with the	• Production Coordinators receive appropriate day-to-day leadership and operational support. • Production Coordinators are supported to develop their knowledge, confidence and capability. • Effective teamwork and communication are maintained across production teams. • Significant performance or conduct concerns are raised and addressed through appropriate channels.	• Production Coordinator capability and performance. • Completion of agreed coaching and on-the-job development activities. • Effectiveness of teamwork and communication across production teams.

	Packhouse Manager, seeking HR advice through the appropriate channels where required. • Promote a positive, respectful and inclusive working environment.	• A positive and respectful working environment is promoted.	• Timely identification and escalation of significant performance or conduct concerns.
Health and Safety	• Coordinate day-to-day health and safety requirements within production areas, ensuring relevant procedures, checks and documentation are followed and completed. • Ensure incidents, hazards and other health and safety matters are reported promptly and followed up, keeping the Packhouse Manager informed of significant issues. • Work with the H&S Manager/Advisor and Production Coordinators to implement agreed safety requirements and promote safe working practices across production teams.	• Health and safety procedures and requirements consistently followed in production areas. • Required checks, documentation and follow-up actions completed accurately and within required timeframes. • Incidents, hazards and other health and safety matters reported and followed up appropriately.	• Health and safety compliance. • Completion of required health and safety checks and documentation. • Timely reporting and follow-up of incidents, hazards and assigned safety actions.
Quality and Compliance	• Monitor production activities to ensure teams follow established grading, packing, fruit quality and food safety procedures. • Work with the Site Quality Manager and Quality Team to address operational quality concerns and non-conformances. • Support quality audits and ensure production teams follow relevant procedures and customer specifications. • Implement operational corrective actions within delegated authority and communicate ongoing concerns to the Packhouse Manager and relevant quality personnel.	• Production activities meet established quality, food safety and customer requirements. • Quality concerns and non-conformances identified and communicated promptly. • Production teams follow relevant quality procedures and customer specifications. • Assigned corrective actions completed within required timeframes.	• Quality performance against established standards. • Quality non-conformances. • Compliance with grading, packing and food safety requirements. • Completion of assigned corrective actions.

Supporting Tasks

Health and Safety

- Promote a positive health, safety and wellbeing culture.
- Follow DMS health and safety policies and procedures.
- Encourage safe working practices and the reporting of hazards and incidents.

Team Culture

- Demonstrate and promote DMS values through everyday actions and behaviours.
- Encourage teamwork, respect, fairness and inclusion.
- Build positive working relationships and share information openly.

Projects and Administration

- Participate in operational projects and continuous improvement initiatives as required.
- Complete relevant records, reports and administrative tasks accurately and within required timeframes.
- Contribute to improvements in operational processes and systems.

General

- Maintain a customer-focused approach and represent DMS professionally.
- Maintain a tidy, safe and organised working environment.
- Undertake other reasonable duties as required.