

<b>JOB DESCRIPTION</b>			
<b>Position</b>	<b>Operations Support &amp; Training Coordinator</b>	<b>Division</b>	Rockit Packing Company Ltd
<b>Reporting to</b>	Shift Manager	<b>Date</b>	Oct 24
<b>Purpose</b>			
<p>To lead and administer the shift training program and provide operations support to Shift Managers and People &amp; Culture to ensure that all onboarding, compliance, and base training is robust, and our people are set up for success.</p> <p>Ensure that all training requirements are well forecast, and we have an up-to-date onboarding and training plan that will:</p> <ul style="list-style-type: none"> <li>• Improve production metrics through upskilling of operators, removing costly downtime, mistakes and accidents related to inadequate training.</li> <li>• Build depth into all technical positions on site through multiskilling.</li> <li>• Allow for easy expansion of operations as required (e.g., additional shifts)</li> </ul>			
<b>Responsibilities</b>			
<p><b>Training Database Management</b></p> <ul style="list-style-type: none"> <li>• Ensure training records for all roles are maintained, tracked, and signed off</li> <li>• Providing access to training records and reports for line supervisors and management.</li> </ul> <p><b>Coordination of compliance &amp; base training</b></p> <ul style="list-style-type: none"> <li>• Book compliance and skills training with the Company's preferred provider</li> <li>• Maintain records of compliance &amp; base training at the site.</li> <li>• Administer train the trainer's program (how to train).</li> <li>• Monitoring of training delivery - ensure our trainers are delivering good quality training.</li> <li>• Forecast training requirements</li> <li>• Deliver proactive base training to build team capability and depth to support operations excellence and site expansion as required.</li> <li>• Plan induction material alongside P&amp;C for all packhouse roles</li> <li>• Work closely with other training roles to enable consistency of approach and develop solutions that will work across roles regardless of shift</li> <li>• Flexibility to provide cover or support for other shifts or areas of the business as required</li> </ul> <p><b>Delivery and creation of training material to staff</b></p> <ul style="list-style-type: none"> <li>• Work with subject matter experts to develop training material to deliver to packhouse staff</li> <li>• Create and manage a training schedule/calendar to meet the sites training needs</li> <li>• Work closely with P&amp;C to onboard staff into roles and provide relevant support and training until they are competent in their roles</li> </ul> <p><b>Standard Operating Procedure (SOP) updates</b></p> <ul style="list-style-type: none"> <li>• Work with subject matter experts to update SOPs to ensure current ways of working are documented in detail.</li> <li>• SOP development and update of format - adopt the best format globally and reformat all SOP's</li> <li>• Version control all training documents to ensure accuracy of training records and material</li> </ul> <p><b>Operations support</b></p> <ul style="list-style-type: none"> <li>• Deliver onboarding alongside P&amp;C team as required</li> <li>• Setup new packhouse staff in relevant systems</li> <li>• Setup new packhouse staff with relevant facilities like lockers and security cards</li> <li>• Ensure P&amp;C are updated through systems or documentation regarding any staff role transitions</li> </ul>			

- Lead the planning and delivery of shift events and celebrations
- Support Shift Managers with team rosters and time recording as required
- Support end of employment or season processes such as exit interviews, advanced contracts, and transfers
- Maintain the employee noticeboards

#### **Organisational responsibilities**

- Ensure all employee matters are communicated to the P&C Business Partner
- Maintain the high standard of management and administration applied and expected by the company.
- Ensure total confidentiality of employee and company information.
- Maintain a high standard of performance and commitment to internal and external customer service.
- A positive, can-do attitude is particularly important. Pro-active input to process improvement and teamwork is critical in this rapidly expanding company. An ability to produce information in an innovative way is highly desirable.
- Function in accordance with established standards, procedures, and applicable laws.
- Undertake other duties appropriate to the position as required.
- Demonstrate a proactive commitment to health and safety and compliance with company policies.

#### **Health and Safety**

- Actively promote a positive health and safety culture
- Role model best health and safety practice
- Ensure health and safety training and required certifications are completed in a timely way
- Undertake regular monitoring of risk areas relative to your role
- Perform investigations and corrective action execution as needed
- Complete actions arising from health and safety audits
- Ensure all company Health and Safety policies and legislative regulations and protocols are always carried out
- Ensure all equipment is only used by authorised and trained staff, and is used safely according to all company and Health and Safety regulations
- Ensure company equipment is used responsibly, according to manufacturer's specifications
- Support company wellbeing initiatives

#### **Key Relationships**

##### **Reporting functions and team**

Shift Manager, Continuous Improvement Manager, Production Supervisors, Quality Manager, People & Culture Business Partner

##### **Key Internal Relationships**

Operations, Quality and P&C teams

#### **Person Specification**

- Experience in training role
- Experience in recruitment and onboarding
- Knowledge of food processing, manufacturing, or horticulture desirable
- A tertiary qualification in business administration or similar desirable
- Computer literacy – Microsoft basic/intermediate level
- Organisational skills – can prioritise, multi-task and take instruction
- Excellent communication skills
- Strong interpersonal and relationship skills
- Ability to interpret statistical information and data and use this information to present, report or recommend actions.
- Have a sound judgement and a tactical and pragmatic approach to solving problems.
- Able to demonstrate credibility and support to others

## Team Values

Proactively demonstrate Rockit Global Limited's values in all work and internal and external interactions:

### **Action Over Talk – Hohenga I Runga I Te Kōrero**

At Rockit we've never been about the talk; it's always been about the doing. Doing things that nobody thought was possible.

### **Unstoppable Passion - Kohara Kāore e Taea Te Tū**

We use a simple formula; passion in the work, unbridled ingenuity and backing ourselves. We believe the world would be a better place if everyone rocked it with us!

### **Doing Things Differently - He Rerekē Te Mahi I Ngā Mea**

Doing things differently has always been part of our DNA, and it's what saw us take a punt on the world's smallest apple and turn it into a big New Zealand success story.

### **He Toa Takitini**

Ehara taka toa, te toa takitahi, he toa takatini kē

Uniting all cultures, as we strive to make a difference within our communities and in all aspects of our environment, while being true to ourselves.

**Employee Signature:**