

Position Description

Title: Director of Operations
Location: Christchurch
Reporting to: General Manager
Direct Reports: 4
Total Reports: 118
Date: February 2024

Purpose of the role

The Director of Operations is responsible for developing and implementing Enatel’s Operations and Supply Chain strategies (local and global), ensuring the efficient and cost-effective procurement of supplies, effectively managed inventory levels, and the safe manufacture of quality products.

As part of the Senior Leadership Team, the Director of Operations also contributes to the development and implementation of Company strategy, as well as the Company’s annual and medium-term business plans.

Key Result Areas

Key Activity	Performance Criteria	Outcome
Business Strategy and Planning	<ul style="list-style-type: none"> Contributes to the Company’s strategic and business planning processes and ensures that strategies and business plans are consistent with the organisation’s strategic objectives. Annual business plans and budgets are prepared within agreed timelines. 	<ul style="list-style-type: none"> Operations planning aligns with Company strategic goals.
Business Performance	<ul style="list-style-type: none"> Provides Supply Chain and Production operation expertise to the Company, Executive team and business units. Develops tools and models to assist the business in making sound Supply Chain and Production decisions. Assure thorough lean manufacturing process, production output, product quality and on-time delivery performance consistent with customer needs and with business requirements. 	<ul style="list-style-type: none"> Procurement cost savings. On-time, in-full product delivery. High Quality products. Lean Manufacturing process in place.

Key Activity	Performance Criteria	Outcome
	<ul style="list-style-type: none"> • Manage systems and processes that optimise productivity and ensure optimal return on assets. • Increase production capacity and flexibility while minimizing costs and maintaining quality standards. Allocate resources and utilise assets effectively to produce optimal results. • Set and uphold high standards for operational excellence. Establish targets and track key metrics for the organisation’s performance. Identify and execute appropriate continuous measures and corrective actions for deficiencies. • Lead the operations planning process; lead and manage strategic initiatives to achieve key functional, operational, and financial objectives, and provide staff with a clear sense of direction and focus. • Manage effective systems of budget control, including capital, operating expenditures, and staffing costs. • Foster a trusting relationship with staff and colleagues and respond to employee issues in a fair and timely manner. • Maintain existing plant facilities and equipment; replace or make adjustments to plant facilities and equipment when necessary. • Recognize gaps between the current situation and the desired outcome; engage appropriate internal and external partners to assure successful analysis, option determination and tactical execution to resolve engineering and manufacturing issues that impact the ability to fulfill customer orders. • Oversee the site’s Stores and Dispatch function. • Ensure compliance with safety regulations and policies to prevent injuries to workers. 	<ul style="list-style-type: none"> • Operational excellence. • Capital expenditure managed appropriately. • Operational assets managed appropriately.

Key Activity	Performance Criteria	Outcome
Risk Management	<ul style="list-style-type: none"> Ensures an appropriate risk management framework in relation to Procurement and Production are developed and implemented. Safeguard the Company from legal action and protect the Company's professional reputation by complying with all relevant statutory and legal requirements in each country Enatel operates in. 	
People Leadership	<ul style="list-style-type: none"> Provides coaching, mentoring and development support to all direct reports and ensures that all employees within the Procurement and Production teams are similarly catered for. Ensure that all Supply Chain and Production employees have the skills, understanding, capability and training required to perform in their roles. Provides effective management and coaching to direct reports in accordance with internal people management processes and policies including establishing performance development plans. Recognises high performance and ensure poor performance is actively addressed. Establishes clear communication lines with employees and promotes a culture that is based on the Company's core values. Responsible for Supply Chain and Production talent acquisition/retention, employee engagement and development, and performance management of the supply chain and operations teams. 	<ul style="list-style-type: none"> There is a high-performance culture in place. Opportunities are identified, followed through and maximum value is extracted. Excellence is recognised and issues are addressed.
Relationship Management	<ul style="list-style-type: none"> Works collaboratively with members of the Senior Leadership Team and management within the Company to enable them to achieve their business plans and Company strategic goals. 	<ul style="list-style-type: none"> Overall company objectives supported.
Health and Safety	<ul style="list-style-type: none"> Ensures that the Supply Chain and Production teams comply with all Health and 	<ul style="list-style-type: none"> The health and safety of all employees is

Key Activity	Performance Criteria	Outcome
	Safety requirements and that all Company health and safety policies are implemented.	effectively managed maintained.
Environmental	<ul style="list-style-type: none"> • Enatel holds Certification to ISO 14001:2015 Environmental Management System. (EMS) and ISO 45001. • Senior Managers have specific responsibilities to demonstrate leadership and commitment to the EMS. • Refer ISO 14001 Cl 5 and ISO 45001 for more information. 	<ul style="list-style-type: none"> • Effective internal and external audit standards are well managed and maintained.
Other duties	<ul style="list-style-type: none"> • Completes any other tasks, projects or duties as required by Management from time to time. 	

Relationships

External	Internal	Committees/Groups
<ul style="list-style-type: none"> • Existing Customers • Potential and new customers • Suppliers • Contract Manufacturers 	<ul style="list-style-type: none"> • Senior Leadership Team • Project teams 	<ul style="list-style-type: none"> • Member of the Senior Leadership Team

Person Specific:

	Essential
Competencies	<ul style="list-style-type: none"> • Strategic Agility – sees ahead clearly and is future oriented. Can anticipate future consequences and trends accurately. Has broad knowledge and perspective. Can create competitive and breakthrough strategies and plans. • Managing Vision & Purpose – communicates a compelling and inspired vision or sense of core purpose. Talks beyond today and about possibilities. Creates milestones and symbols to rally support behind the vision. Can inspire and motivate entire units or organisations. • Building Effective Teams – creates strong morale and spirit in his/her team. Defines success in terms of the whole team. Creates a feeling of belonging in the team. • Drive for Results – can be counted on to exceed goals successfully. Steadfastly pushes self and others for results.

enATEL

	<ul style="list-style-type: none"> • Priority Setting – Spends his/her time and the time of others on what’s important. Can quickly sense what will help or hinder accomplishing a goal. Eliminates roadblocks and creates focus. • Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs and acts in line with those values at all times. 	
	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • Relevant Tertiary Qualification 	<ul style="list-style-type: none"> • Bachelor’s degree in Business Management • Relevant Post Graduate qualification
Work Experience	<ul style="list-style-type: none"> • Minimum of 10+ years of operational and supply chain managerial experience in a manufacturing environment producing electronic and/or electro-mechanical products. 	<ul style="list-style-type: none"> • Electronics field knowledge. • Previous plant management experience preferred