# POSITION DESCRIPTION

*Port Nelson -The Region's Gateway to the World*

PORT NELSON

## GENERAL MANAGER OPERATIONS

| | |
|---|---|
| **Reports To** | Chief Executive Officer |
| **Location** | Nelson |
| **Key Relationships** | Internal:<br>Board of Directors<br>Chief Executive Officer<br>Chief Financial Officer<br>GM People and Safety<br>GM Environment, Infrastructure and Maintenance<br>GM QuayConnect<br>Executive Assistant<br>Leadership team<br>Marine, QuayConnect, Terminal Operations and Stevedoring teams |
| | External:<br>Customers and potential customers<br>Shareholders<br>Suppliers and advisors<br>Regulators, eg Maritime NZ, MPI, NZ Customs<br>Port Users and other stakeholders<br>Union representatives |
| **Direct Reports** | Marine Operations Manager<br>Forestry and General Stevedoring Manager<br>Terminal Operations Manager |
| **Delegated Authority** | As per delegated authority guidelines. |

## SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe*.

Port Nelson is the maritime gateway for Te Tauihu – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.
The values by which we operate our business are best described by the acronym ASPIRE, standing for:

PORT NELSON ASPIRE




QUAYCONNECT QUAYPACK STEVEDORING Calwell ENGINEERED TO ELEVATE

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## SECTION B – POSITION PURPOSE

The General Manager Operations is responsible for ensuring the profitable, safe and efficient flow of cargo through Port Nelson together with leading Port Nelson's Marine, Terminal Operations and Stevedoring teams through:

- A commitment to deliver quality services to customers that are profitable for Port Nelson
- Driving productivity and efficiency improvements through proactive planning, cost management, resource utilisation and continuous improvement
- Take a leading role in making the port a safer place to work through effective ownership of critical risks
- Providing strong strategic direction and leadership to operational managers that empowers them to deliver operational plans safely and efficiently
- As a member of PNL's Senior Management Team (SMT), contribute to the successful development and implementation of PNL's strategy, initiatives and financial success

## SECTION C – KEY ACCOUNTABILITIES

| Key Accountabilities | Task |
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| **Strategy, Planning, Reporting** | • As part of the SMT, drive development and delivery of PNL's strategic plan and initiatives<br>• With the SMT, formulate and deliver strategic recommendations to Board of Directors<br>• Participate in regular reviews of the overall strategic plan<br>• Report on progress against strategic plan and initiatives to the Board of Directors |
| **Customers** | • Key relationship owner across key cargo and shipping line relationships<br>• Leading contract negotiations<br>• Participating in industry forums |
| **Risk and Compliance Management** | • Ensure compliance with legal/regulatory, financial and operational requirements across operational areas<br>• Assess and manage business risk with the Chief Financial Officer |
| **Leadership** | • Drive a high-performance culture aligned with PNL's strategic direction and values, including breaking down silos and fostering inter-team collaboration<br>• Work collaboratively with other members of the SMT to ensure strong visible leadership across PNL and operational goals are met<br>• Build high levels of employee engagement through an open and collaborative leadership style and other engagement strategies |

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| | • Working closely with other strategic leaders with operational responsibilities, such as the GM QuayConnect, to ensure strong team collaboration<br>• Actively cultivate strong relationships with internal and external stakeholders in order to achieve operational goals<br>• Coach and support operational managers to deliver excellent customer value, resource optimisation and planning best practice<br>• Coach and develop operational managers/supervisors in human resource management best practice so issues are addressed by them in a timely, fair and consistent manager to ensure a positive employee relations environment<br>• Actively foster a positive employment relations environment including taking a leadership role in developing ER strategy and collective negotiations |
| **Business Performance/Financial** | • Lead a drive for productivity and efficiency improvements across Marine, Terminal Operations and Stevedoring through proactive planning, cost management, resource utilisation and continuous improvement<br>• As part of the SMT, key contributor to identifying business development opportunities for PNL<br>• Capital asset management planning with GM Environment, Infrastructure and Maintenance<br>• Develop and ensure delivery of Marine, Terminal Operations and Stevedoring operational plans in line with PNL strategic plan<br>• Responsible for developing financial plans, objectives and forecasts<br>• Ensure Operations Teams are aware of their impact on financial results and act within their financial authorities<br>• Achievement of customer contracted KPIs<br>• Ensure Operations teams have the resource necessary to meet customer demand<br>• Ensure Operations teams have the right organisational and remuneration structure in line with employment law requirements to support the business, in conjunction with the GM People and Safety |
| **Continuous Improvement** | • Develop and drive continuous improvement and operational excellence to reduce cost, complexity and duplication with an emphasis on lean principles and utilising technology<br>• Be a leader of continuous improvement in health and safety and environmental awareness and management, across relevant operations |

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| **Health, Safety and Environment** | • Take the role as a key safety leader at PNL, with a focus on critical risks and ensuring operational leaders own and are accountable for the effective management of critical risks<br>• Commitment through action and support of the workplace Health and Safety Management Plan.<br>• Promote safety and encourage open communication with employees in the resolution of safety concerns.<br>• Participate in the Company H&S Committee and in the development and implementation of the safety strategic plan.<br>• Ensure that the Operations teams are acting in accordance with legislation and standard operating procedures |

## SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

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| **Qualifications** | • Bachelor's degree in Commerce, Finance, Business, Operations, or similar relevant field. |
| **Experience** | • Extensive knowledge and experience within port or large industry operations, including infrastructure, systems, and capability requirements (minimum 15 years' relevant experience)<br>• Extensive leadership and management experience |
| **Skills and Knowledge** | • Ability to formulate strategies by taking a broad view of issues and events and have an understanding of their longer term impact on the business<br>• Provides recommendations to the Board of Directors that enable the Board to fulfil its governance functions and facilitates the optimum performance of the Board, its committees and individual Board members.<br>• Ability to translate strategic plans into operational plans and drive their implementation<br>• Demonstrated solid commercial and financial acumen at an executive level<br>• Adept at maximising the capabilities of all team members and addressing performance issues effectively<br>• Proven ability to develop strong collaborative business and key external and internal stakeholder relationships<br>• Strong change management experience<br>• Project Management<br>• Strategic leadership and people management experience preferably in a unionised environment |

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| | • Understanding of and ability to utilise lean principles<br>• A strong knowledge and understanding of safety legislation and capability and commitment to drive a safety culture |
| **Personal Attributes:** | • Unquestionable integrity<br>• Strong communication and relationship building skills<br>• Energetic, well organised and professional<br>• Customer focussed<br>• Open and collaborative leadership style<br>• Results driven |

## ACKNOWLEDGEMENT

I accept this job description identifies the key elements of the job for which I am accountable.

**Confirmed by Employee**

Signed: Date: