



Position Information

Position Title	Technical Manager
Business Unit	Packaging Northern
Reports to	Facility Manager
Purpose of Position	The Technical Manager is responsible for overseeing the quality assurance programs and quality control processes to ensure that all products meet established standards and customer specifications. This role involves leading and business partnering with the site and sales team, developing, and implementing quality management systems, and continuously improving quality practices to enhance product quality and operational efficiency.
Business Unit of HR responsibility	Packaging NZ
# of People in BU	~130

Number of Direct Reports	4
Number of Indirect Reports	Nil
Operating Budget	Technical Budget
Sales Revenue	Nil

Key Accountabilities

1. Environment, Health, Safety and Risk

- a) Lead, develop and maintain a safety-first culture through visible leadership, embedded process and focus opportunities, ongoing employee understanding and compliance adherence including recording and reporting all hazards, discomforts, incidents, near misses or potential health and safety risks.
 - a. Ensure all work is carried out by both our staff and contractors in a safe and acceptable manner.
 - b. Ensure all procedures and permits are followed at all times.
 - c. Ensure training material is of a suitable quality.
 - d. Assist with site Hazard Management.
 - e. Support good housekeeping/workplace layout procedures.

2. Quality Management Systems:

- a. Develop, implement, and maintain quality management systems in accordance with industry standards (e.g., ISO 9001, FSSC22000).
- b. Ensure compliance with all regulatory and customer specific quality requirements.
- c. Drive Management Reviews
- d. Conduct regular audits to verify adherence to quality standards and identify areas for improvement.

3. Quality Assurance and Quality Control:
 - a. Oversee the quality control processes, including the inspection and testing of raw materials, in-process products, and finished goods.
 - b. Establish and maintain quality control procedures and documentation.
 - c. Oversee internal and external laboratory testing.
 - d. Analyse quality control data to identify trends and develop corrective actions.
 - e. Lead the development and implementation of quality assurance programs, with a focus on food safety and Good Manufacturing Practise.

4. Team Leadership:
 - a. Manage, mentor, and develop a team of quality professionals.
 - b. Foster a culture of continuous improvement and quality excellence within the team.
 - c. Provide training and support to staff on quality related topics and best practices.

5. Continuous Improvement:
 - a. Identify opportunities for process improvement and lead initiatives to enhance product quality and operational efficiency.
 - b. Implement lean manufacturing principles and Six Sigma methodologies to drive continuous improvement.
 - c. Monitor and report on key quality performance indicators and metrics.
 - d. Collaborate with production and engineering teams to address quality issues and implement corrective actions.
 - e. Conduct root cause analysis for quality issues and oversee the implementation of corrective and preventive actions.

6. Customer Focus:
 - a. Work closely with customers to understand their quality requirements and address any quality-related concerns.
 - b. Ensure timely and effective resolution of customer complaints and feedback.
 - c. Maintain strong relationships with customers through regular communication and quality reviews.

7. Documentation and Reporting:
 - a. Maintain comprehensive records of quality control and assurance activities.
 - b. Prepare and present quality reports to senior management and other stakeholders.
 - c. Ensure all quality documentation is accurate, up-to-date, and accessible.

Performance indicators

- Development and deployment of appropriate quality metrics, for example:
 - First Pass Yield
 - Customer Complaints as a % of Sales
- Quality Management System performance, for example:
 - Internal and External audit scores
 - Number and effectiveness of non-conformances raised and closed.
- Training completed on the quality management system – competency based.
- Management reviews completed on time and in full.
- Prepare customer responses for any non-conformance.
- Improved financial performance through a focus on the cost of quality.
- Completeness of the change management process in full as required.

Preferred Attributes

- Analytical with good problem-solving skills
- Good communicator with the ability to work cross functionally
- Integrity and accountability in upholding standards
- Detail orientated with a focus on identifying the root cause through a fact-based approach
- Proactive and able to keep focus on the problem at hand

Technical Requirements

Qualifications	<ul style="list-style-type: none"> ○ Diploma/Degree in Quality Management or a related field. ○ External training in Quality Management
Experience	<ul style="list-style-type: none"> ○ Minimum 5 years’ experience in quality within the packaging industry. ○ Proven experience in implementing and managing quality management systems. ○ Strong knowledge of quality control methodologies, tools and techniques. ○ Excellent leadership and interpersonal skills. ○ Proficiency in using quality management software and tools. ○ Able to analyse complex data sets and make data driven decisions.

Authority

Decisions:

- Stop all jobs below quality standard
- Audit schedule
- Quality initiatives
- Customer issue resolution

Recommendations:

- Quality/hygiene system/procedure enhancements
- Corrective actions
- Capital expenditure
- Training needs

Relationships:

Most Frequent Contacts	Nature or Purpose of Contact
Process Workers	Quality performance to established standards. Securing feedback on effectiveness of the quality management system
Auditing bodies/customers	Audits
Production Managers & Team Leaders	Quality performance to established standards. Securing feedback on effectiveness of the quality management system Continuous improvement execution
Quality Team	Execution of quality related activity. Continuous improvement execution. Leadership
Oji Fibre Solutions quality network	Best practice sharing
Northern Lead Team	Business unit strategy building and execution Advice on quality related risks/problems/actions

Competencies:

<p>Analysis</p> <p>Analyses problems, situations, and circumstances and their impacts on the business. Integrates information, guidelines, requirements from different sources to evaluate alternatives and make effective decisions. Draws accurate, useful conclusions from financial, business, and quantitative information.</p>	<p>Make Sound Decisions</p> <ul style="list-style-type: none"> ○ Brings the appropriate knowledge, information, and expertise in making decisions. ○ Focuses on important information without getting bogged down in unnecessary detail. ○ Makes decisions in the face of uncertainty. ○ Probes and looks past symptoms to determine the underlying causes of problems and issues.
<p>Focus on Customers</p> <p>Builds and delivers customer - centred solutions that meet as many aspects of desired customer experiences, products, and services as possible. Provides customer centred solutions that go beyond existing customer requirements. Identifies opportunities that will benefit the customer, create value added services, and works in</p>	<p>Meet Customer Needs</p> <ul style="list-style-type: none"> ○ Creates systems and processes that make it easy for customers to do business with the company. ○ Ensures that customer issues are resolved. ○ Identifies and anticipates customer requirements, expectations, and needs. ○ Tracks performance against customer requirements, using existing tools.

<p>partnership with the customer to drive the business forward.</p>	
<p>Results Orientation Demonstrates and fosters a sense of urgency, a "can-do" spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success. Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.</p>	<p>Entrepreneurial Approach</p> <ul style="list-style-type: none"> ○ Does not easily give up in the face of unexpected obstacles. ○ Puts in extra effort and work to accomplish critical or difficult tasks. ○ Sets high standards of performance for self and others. ○ Tackles tough challenges or problems quickly and directly.
<p>Engage and Inspire Fosters personal achievement and excellence. Articulates and inspires commitment to a vision and plan of action aligned with organisational mission and goals. Instills and sustains organisation-wide energy and optimism and helps others envision a greater sense of what is possible.</p>	<p>Motivate Others</p> <ul style="list-style-type: none"> ○ Celebrates and rewards significant achievements of others. ○ Conveys confidence in others' ability to do their best. ○ Encourages others to set challenging goals and high standards of performance. ○ Fosters a sense of energy, ownership, and personal commitment to the work
<p>Effective Communication Prepares and delivers clear, concise, accurate, effective, and persuasive written and verbal materials/messages. Attentively and accurately listens to others. Promotes a free and timely flow of high quality information between self and others and across the organization; encourages the open expression of ideas and opinions.</p>	<p>Foster Open Communication</p> <ul style="list-style-type: none"> ○ Conveys spoken information clearly and concisely. ○ Encourages others to share information and viewpoints frankly and openly. ○ Listens carefully and attentively to others' opinions and ideas. ○ Proactively shares timely updates and information with relevant parties.
<p>Establishing Trust Gains the confidence and trust of others through principled leadership, sound business ethics, authenticity, and follow-through on commitments. Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behaviour; builds trust with others through own authenticity and follow-through on commitments. Establishes open, candid, trusting relationships; treats all individuals fairly and with respect; behaves in accord with expressed beliefs and commitments; maintains high standards of integrity.</p>	<p>Establish Trust</p> <ul style="list-style-type: none"> ○ Accepts responsibility for one's own performance and actions. ○ Confronts actions that are or border on the unethical. ○ Shows consistency between words and actions. ○ Treats others fairly and consistently.