

Position Description



Warehouse Team Leader – Sawyer's Bay

Date	November 2025
Purpose of position	To ensure the delivery of safe operations to meet excellent customer service for best practice storage, receipt and delivery of product; • Ensuring a priority focus on safe work practices, striving to achieve zero harm – keep our people safe • The timely receipt and delivery of products container packing targets are met. • Maintaining the upkeep and cleanliness of the stores to adhere to the policies and procedures.
Reports to	• Warehouse Supervisor
Key Relationships	• Supply Chain Manager • Warehouse Manager • Supply Chain Administration Team • Supply Chain Customers • Transport and Logistics Operators
Direct Reports	• Forklift Operators and Casual Labour
Qualifications	• Proven experience in logistics and supply chain; demonstrate successful staff and leadership skills.

Core Responsibilities

Health & Safety	• Takes responsibility for own and others safety. • Follow all Port Otago health and safety guidelines and procedures. • Reports and escalates Health and Safety issues to Manager/GM/LT member appropriately (everybody's responsibility in every situation). • Report all incidents, accidents and near misses accurately and in a timely fashion. • Follow injury management processes to ensure first aid is provided and follow up treatment delivered. • Assist kaimahi to correctly complete reports via Damstra system. • Participates in and supports induction and on-going training programmes.
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	• Ensure strict adherence to safety standards, statutory and legislative requirements, and Port Otago policies and procedures. • Proactively work to create safer systems of work. • Comply with work area PPE requirements. • Follow the “Take 5” personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all team Health and Safety meetings. • Attend Runaka meetings as required. • Present to work in a fit state free from risk of impairment due to fatigue, drugs and alcohol.
People Leadership	• Develop open, honest and respectful working relationships with all team members and members of the wider management group. • Develop clear communication paths including structured team Toolbox Meetings • Undertakes strong day-to-day mentorship of direct reports and steps directly in to solve problems when required • Ensures the quality training and development of direct reports • Acts as a leader of example fostering a culture of increased accountability and succession planning • Actively supports the Warehouse Supervisor to foster accountability and development to achieve a culture of best practice.
Operational Performance	Is responsible to the Warehouse Supervisor on the productivity and performance of the store operations function to achieve the most efficient utilisation of resources and space. Key functions to be managed include; • Undertake Forklift operations to ensure business continuity. • Monitor storage methods to ensure product is being stacked in line with SOP's and achieving best practice in inventory control. • Ensure receiving and delivering products are safely executed within the time frames required by the customer • Effective day to day people management which includes staff training. • Building maintenance and housekeeping is identified and escalated to maintain safety, compliance and fitness. • Assist with the control of forklift maintenance and repair requirements
Supply Chain Leadership	• Provides good liaison between warehouse operations to build constructive customer service orientated practices with the multiple warehouse users.
Delivery to Customer	• Ensure a high degree of responsiveness in service delivery for both internal and external customers

	Stays “ahead of the game” on service delivery and ensures that any issues are addressed as appropriate with customers
Compliance & Quality	Ensure all regulatory authority requirements are met and audit outcomes are satisfactory and have acceptable outcomes
Contractor Management	Assist the Warehouse Supervisor to ensure contractor engagement at Port Otago premises is aligned to Port Otago’s policies and procedures
Change Management and Process Improvement	- Instils a culture of continuous review and improvement - Overcomes barriers to change
Team Contribution	- Develop open honest and respectful working relationships with all team members and members of the wider management group. - Promote a cohesive and inclusive team culture with colleagues. - Be polite and courteous to all team members to maintain a professional environment - Actively listen to other people’s ideas and contribute positively to team activities. - Actively support the Port Otago Values through behaviour & leadership
Personal Development	- Take some responsibility for developing own personal plan in conjunction with Warehouse Supervisor. - Plan developed identifying goals, actions and timelines in conjunction with your Warehouse Supervisor.

Key Performance Measures

Health & Safety	- Safety leadership advances to a higher level of staff care and staff engagement. - Staff follow safe work practices and Team Leaders act as role models for their team. - All incidents and accidents are reported promptly and accurately - All hazards identified are reported immediately - Strive to achieve Zero Harm – keep our people safe - VSL (Visible Safety leadership is practiced at all times and observations recorded in Vault - Strong positive leadership and staff engagement at Health and Safety Working Group Meetings
Leadership & Teamwork	- All team members are competent, confident, and productive in their roles. - Completion of all training needs and performance review processes including H&S KPI’s. - Productive output of team members - Provide feedback to the Warehouse Supervisor and Manager for training plans, goals and staff review processes - Works collaboratively to achieve the common goal.

	• Shows respect for what others are trying to achieve by actively listening and responding constructively. • Develop open and honest working relationship with other kaimahi. • Maintains good working relationships including good co-operation and communication between teams. • Looks for opportunities to help other teams. • Maintains a safe and tidy working environment.
Process Improvement	• Ensuring actions resulting from process improvement are embedded into the culture of the Supply Chain Team.
Values	• Acts within the Port Otago values at all times • Punctual time keeping for work and scheduled meetings. • Contributes positively to team meetings and Health and Safety meetings.
Personal Development	• Plan developed identifying goals, actions and timelines in conjunction with your manager. • Participates constructively in performance review meetings and demonstrates behaviours which support continuous improvement.