



KINGSTON
- ESTATE WINES -

LABORATORY MANAGER

JOB & PERSON SPECIFICATION

SEPTEMBER 2018



KINGSTON
- E S T A T E -

Position Description

Position Title:	Laboratory Manager
Reports to:	Operations Manager
Department:	Laboratory
Location:	Kingston on Murray, SA
Direct Reports:	Laboratory
Latest Review:	11 July 2018

Purpose of Position

Plan, direct and coordinate the overall operational, budgetary and financial responsibilities and activities of the Laboratory Department.

Key Performance Objectives

- Effective supervision of the team is demonstrated, and the team are adequately trained and engaged in their responsibilities.
- Achievement of quality and WHS system actions and outcomes as defined in the IMS section of your PD.
- Maintain and improve the health and safety of the workforce.
- Operate the department within budget.
- Maintain a high service level and outstanding customer service to both internal and external customers.
- Maintain defined business processes that are highly specified as to content, sequence, timing, and outcome.
- Manage work flow and resources to achieve the required availability, performance and quality from business processes.
- Maintain programs to improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output.
- Maintain staff development programs to achieve a skilled and efficient workforce.
- Promote an employee-oriented company culture that emphasises quality, continuous improvement, key employee retention and development, and high performance.

Key Responsibilities

The key responsibilities involve all aspects of planning, organising and implementing, monitoring and evaluating and assessing departmental function.

- Plan the operation and function of the department in a way that accomplishes the departmental objectives.
- Organise and implement work systems to manage workflow, workforce, training, and resources necessary, to accomplish the desired and required outcomes and meet departmental objectives.
- Provide the employees and their resources with enough guidance, direction, leadership, and support necessary to ensure that they are able to accomplish their goals.

- Follow up to ensure that the plan to achieve the goals is being carried out in such a way that its accomplishment is assured.
- Review and assess the success of the goal, the plan, and the allocation of the employees and their resources.
- Perform other responsibilities as reasonably assigned by the Operations Manager.

Manager Responsibilities

- Interpret directives from upper management and translate them to staff as departmental objectives and targets.
- Plan, implement and maintain work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources in the fulfilment of the department objectives.
- Plan and allocate resources and staff and accomplish the work to efficiently and effectively meet departmental productivity and quality goals.
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output of the department.
- Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organisation policies and procedures.
- Organise the execution of work, and the workforce, training, and resources necessary, in a way that accomplishes the desired and required outcomes to meet the departmental objectives.
- Establish and maintain relevant controls and feedback systems to monitor the operation of the department.
- Follow up to ensure that the plan to achieve the objectives is being carried out in such a way that its accomplishment is assured.
- Review performance data that includes financial and activity reports and spreadsheets, to monitor and measure departmental productivity, objective achievement, and overall effectiveness.
- Review and assess the success of the objectives, the plan, and the allocation of the employees and their resources.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Communicate regularly with the Operations Manager and other designated contacts within the organisation.

Department Responsibilities

- Provide analytical and technical support to the organisation.
- Operate the laboratory in accordance with ISO17025.
- Generate and report data objectively.
- Represent the Company at inter-winery technical meetings and seminars.

Recruitment, Selection and On-boarding

- Work closely with HR to identify and manage labour requirements and participate in the recruitment, selection and induction process.
- Work with HR to develop an effective induction process, including the annual review of the Company Workplace Safety and Induction Handbook.
- Ensure your new employees are effectively on boarded and probation meetings are conducted.

Staff Management and Leadership

- Manage employee matters with professionalism, adhering to established Company policies, systems and procedures in your dealings with employees:
 - Hours of work,
 - Leave and absenteeism,
 - Performance appraisals and management,
 - Salary/wage reviews,
 - Position description and performance reviews,
 - Reward and recognition,

- Employee grievances,
- Training and development,
- Payroll queries,
- Allowances,
- Incident reporting and investigation, and
- Safety and welfare.
- Display actions that reflect the desired Company culture; living the Company vision and values through achievement, communication and leadership.
- Adopt a flexible management style that adapts to the requirements of the work environment.
- Continually improve outcomes and provide an inspirational environment that recognises and rewards success.
- Understand the strategic direction of the Company and provide leadership in directing efforts and resources toward the achievement of the Company goals, working in collaboration with other Managers.
- Consistently communicate a direction that enables staff to understand the links between the department and the Company's strategic objectives.
- Drive innovation and facilitate continuous improvement in people, processes and technology.
- Motivate the team by encouraging them regularly to contribute to planning for the future of the business.
- Proactively build the capability of your team by actively supporting learning opportunities and providing regular feedback on performance.
- Understand your team's employment contracts and effectively manage their arrangements and the wage/salary costs of your team.
- Hold team meetings ensuring communication and feedback is open and critical information is shared (including safety as an agenda item).

Special Requirements

- Fulfil the role of HACCP Team Leader.
- Some out of hours work may be required.
- Some travel may be required.

Work Health and Safety (WHS) – Manager and Supervisor Responsibilities

It is incumbent on Managers to acknowledge the pivotal role they play in organisational WHS compliance, and the application of due diligence in all things WHS. One of the primary responsibilities of those employed by the Company in a managerial or supervisory role, is the identification, assessment and control of hazards. In consultation with the Work Health and Safety Manager and the WHS Committee, it is the responsibility of Managers and Supervisors to:

- Acquire and update knowledge on WHS matters.
- Assist in developing and supporting an informed reporting culture where all Employees not only report incidents but feel 'safe' in reporting potential incidents or weaknesses in systems or procedures.
- Ensure appropriate resources and processes are used to eliminate or minimise risks to health and safety.
- Assess hazards by instigating risk assessments to all plant, equipment and processes in accordance with regulations, using the Company's established systems and information contained in policies and procedures.
- Enforce the Hazard Management procedure and address all Hazard issues raised.
- Regularly inspect the workplace (this includes the completion of Safety Inspections in your area).
- Monitor safe work conditions and take appropriate corrective action where necessary.
- Enforce the Incident Reporting and Investigation Procedures (including supporting the Rehabilitation and Return to Work Coordinator (as required by WorkCover)).
- Ensure that all new Employees or Employees transferring from another area are instructed and trained in their duties.
- Attend the WHS committee meetings and any other safety meetings at the request of the Managing Director.

- Determine safety priorities for action in consultation with:
 - fellow Managers and Supervisors,
 - WHS Manager,
 - WHS Representatives,
 - WHS Committee, and
 - Employees.
- Ensure standard operating procedures in your control address Employee safety.
- Through instruction, ongoing training and supervision, ensure that all Employees under your direct control work in a safe manner by following instructions, procedures and practices.
- Ensure the provision, maintenance and proper use of approved mechanical equipment and personal protective equipment (PPE).
- Ensure that purchase orders contain specifications with regard to health and safety considerations.
- Ensure copies of Safety Data Sheets for all hazardous substances in your area are appropriately stored and available.
- Ensure you are not under the influence of alcohol or drugs or in such a state as to endanger your own safety at work or the safety of Employees under your control.

You are advised that penalties exist under the Work Health and Safety Act 2012 for breaches of your responsibilities.

If the Manager is a committee member of the WHS Committee, they also have responsibilities outlined in the WHS Committee procedure.

Integrated Management System (IMS) (includes all Company policies, procedures, practices and quality compliance) - Manager Responsibilities

- Demonstrate an understanding of the IMS system requirements and contribute to its relevance.
- Contribute to the development and review of meaningful Companywide policies and procedures.
- Develop and manage your departmental policies, procedures, forms and flowcharts as required under the various regulations within the IMS.
- Ensure your department is compliant with policies and procedures within IMS.
- Ensure that all new, reviewed or modified IMS documents undergo correct document control.
- Update files as appropriate with compliance, verification and audit results.
- Understand all Company accreditation requirements and ensure the department is compliant.
- Ensure legislative compliance is maintained in all areas applicable to the department including WHS, EPA and IR.
- Follow the Winery Site Personal Requirements Procedure when working at the Winery.
- If this position is responsible for maintaining the food safety and quality standards required by Kingston Estate Wines BRC accreditation, the incumbent is required to observe and maintain all critical control points and quality control points as described in the standard operating procedures.

Delegation of Responsibilities

During periods of absence, the incumbent's responsibilities will be assumed by their Manager. The Manager may delegate tasks to appropriate Employees however the Manager remains responsible as the delegate of the position.

Person Specification

Personal Attributes

- Share our Company values and demonstrate the behaviours that support our Vision; To be the Leading Grower and Producer of Australian Wine for the World:

Accountability

- *Deliver on our commitments to customers and peers.*
- *Take responsibility for our actions and outcomes and give our personal best every day.*

Teamwork

- *Demonstrate humility and learn from each other's capabilities, limitations, successes and failures.*
- *Communicate clearly and work together to reach the best outcome.*

Continuous Improvement

- *Have a deep understanding of what we do and strive to do it better each day.*
- *Place great value in adapting to change based on facts, knowledge and courage.*

Integrity

- *Build relationships based on honesty, respect and trust.*
- *Display dependability to do the right thing in all circumstances.*

Respect

- *Openly listen to each other, our customers and suppliers and consider all points of view.*
- *Speak courteously to and about others.*
- Demonstrate behaviours and actions required of a high performing Manager:
 - *Actively promote the highest standards of personal and professional behaviour aligned with the Company's values, ethics, standard and service excellence, in all interactions.*
 - *Constructively contribute to business strategy discussions, choices and decisions.*
 - *Lead business planning to enable future directions at the same time as providing clarity for the present.*
 - *Demonstrate leadership that creates a positive climate, develops and motivates people and builds a performance culture.*
 - *Champion change and agility in the Company.*
 - *Adapt quickly and respond positively to the unexpected.*
 - *Act confidently and decisively to achieve outcomes even when under pressure.*
 - *Communicate clearly and unambiguously.*
 - *Value Employees and deal with Employee matters in a timely and confidential manner.*
 - *Team player with the ability to foster relationships at multiple levels across the organisation.*

Skills and Knowledge

- Desired Department Manager competencies:
 - *Require only limited direction (or general direction as a minimum) to achieve position expectations*
 - *Require only limited supervision (or general supervision as a minimum) to achieve position expectations*
 - *Be capable of performing very complex work (complex as a minimum) with aspirations of performing innovative work*
 - *Have a deep understanding of the short, medium and long term divisional (and Company) drivers for which you are responsible*
 - *Be able to clearly articulate and use these drivers to set objectives that rapidly respond to changing requirements and external influences*
 - *Be able to easily and rapidly alternate between long-term strategic thinking and the rapid execution of operational targets*
 - *Be able to clearly understand and support conflicting inter and intra divisional objectives.*
 - *Possess excellent communication skills.*
 - *Possess exceptional time management, planning and organisational skills.*
 - *Be resourceful with the ability to track and present meaningful data and reports and implement corrective actions and improvements.*
 - *Demonstrate a high level attention to detail.*
 - *Be highly proficient in the use of MS applications.*
 - *Possess a strong commercial acumen and understanding of the business.*

- *Possess strong business development and financial analysis skills.*
- *Possess strong negotiation skills.*
- *Have well-developed policy, procedure and system development skills.*
- *Demonstrate a solid understanding of Company standards and systems within our IMS.*
- *Have a general understanding of Legislation and Regulations covering Employee relations and WHS.*
- Comprehensive knowledge of quality control principles and practices in relation to wine production.
- Knowledge and understanding of relevant industrial awards and /or Company enterprise agreements.
- Knowledge and understanding of legislation and regulations relating to OH&S, industrial relations and environmental management.
- Strong computer skills and proficient in the use of Microsoft applications and EzyWine.
- Well-developed written and verbal communication skills.
- Strong interpersonal and leadership skills.
- Ability to develop and write policies and procedures.
- Ability to carry out internal auditing.
- Ability to identify problems and implement corrective actions and improvements.
- Ability to liaise effectively with people at all levels of business.
- Effective time management, organisational skills and planning skills.
- Strong attention to detail.

Qualifications and Experience

- Experience in the supervision of a laboratory technical team desirable.
- Experience in report writing.
- Tertiary qualifications in chemistry or a food science or related discipline.
- At least five years' experience in a laboratory environment.



HOW TO APPLY

Applications in Word format only should be forwarded to Justin Hinora by email to 23702@hender.com.au

Telephone enquiries are welcome and may be directed to Justin or Christian Gaszner on (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.
