

Position Description:

Title and reporting relationships	
Position title	Production Systems Coordinator
Business Unit	NZ Creameries (Ice Cream)
Reports to	Site Operations Manager
Location	1 Accent Drive, East Tamaki
Direct Reports	Nil
Indirect Reports	Nil

Main Purpose of Position
To support production, inventory and site administration by maintaining accurate and timely information across Tillit, NAV, BASIS and related systems. As a systems super user, the role verifies data, reconciles consumption, identifies discrepancies, carries out fault finding, and drives practical solutions to improve accuracy, efficiency and user confidence. The role also supports reporting, consumable control, contractor and training records, Health and Safety support, site communications and general office coordination.

Key Responsibilities

System Information
- Maintain accurate, complete and traceable production information across Tillit, NAV, BASIS and other relevant systems. - Confirm consumption recordings daily and reconcile production paperwork, NAV and BASIS, including where effective three-way matching or validation checks have not been completed. - Maintain paper production records where required, ensuring records are complete, legible, correctly filed and traceable to the relevant batch, production run, inventory movement or supporting system entry. - Lead non-conformance, root cause and stock variance investigations. - Review documents, data and paperwork for completeness, accuracy and traceability; return incomplete, incorrect or unclear information to the relevant person for correction before processing, filing or reporting. - Create, update and maintain production forms, SOPs, work instructions and other process documentation, ensuring approved documents are controlled, current and distributed to relevant personnel.

Discrepancy Handling
- Identify, investigate, escalate and correct discrepancies promptly and appropriately, verifying source information and following issues through to resolution as a core requirement of the role. - Manage discrepancies relating to production paperwork, consumption recording, inventory, NAV, BASIS, Tillit, bill of material variations, stock variances and other system or process information. - Inform affected stakeholders where required. - Complete all corrections or escalations in line with site processes.

Reporting

Position Description:

- Prepare accurate daily, weekly and monthly production reports and KPIs within required timeframes, using verified source information.
- Maintain and improve reporting tools, including Tillit, Power BI or similar systems, to support consistent, reliable and accessible production information.
- Work towards a single source of truth for production reporting by aligning reports with approved system data, removing duplication and retiring reports that are no longer relevant.
- Identify and escalate incomplete, incorrect, unclear or conflicting source data before reporting, and follow up corrections so reports remain accurate and trusted.

Inventory Management, Consumables and Stationery

- Support accurate inventory control for day-store ingredients, packaging materials and finished goods by maintaining records, checking movements and escalating variances or shortages.
- Work closely with Logistics, Planning and Production to support accurate receipt, return, handover and allocation processes for materials required for production.
- Maintain appropriate stock levels of approved site consumables and stationery, raising purchase orders in line with agreed minimum levels and approval processes, while monitoring usage, delivery documentation and supplier paperwork and following up discrepancies.
- Monitor and escalate slow-moving, obsolete, damaged or expiring ingredients, packaging, consumables or finished goods stock.
- Support inventory allocations, stock visibility and information accuracy for production and sales order requirements where required.

Health, Safety & Risk

- Manage all site inductions of personnel and contractors.
- Support a safe and well-managed workplace by following company Health, Safety & Risk policies, promoting good housekeeping practices, and liaising with the Regional Health and Safety Manager or other H&S support where required, including following up corrective actions.
- Identify and report hazards or safety issues promptly and ensure PPE requirements are followed.
- Ensure H&S signage is current, visible and appropriate for routine site notices, temporary hazards and planned activities.
- Maintain accurate H&S KPI and Assura reporting.
- Assist during evacuations and maintain the approved contractor file.

General Administrative Duties

- Maintain management-approved service contracts, including laundry, garden services and cleaning contracts.
- Keep contract records current and monitor agreed service requirements.
- Escalate any contract variations or concerns where required.
- Support maintenance planning, contractor management, contractor inductions and permit processes where required, including monitoring and flagging upcoming renewals, updates or compliance requirements.
- Applies a neat, organised and systematic approach to work, ensuring records, systems, filing and physical work areas are structured, traceable and easy for others to follow.

Company Values and Behaviours

Position Description:

- Demonstrate company values and expected behaviours in day-to-day work.
- Support a positive and cooperative site culture.
- Communicate proactively and contribute positively to team outcomes.
- Work cooperatively across departments.
- Encourage others to model safe, respectful and professional behaviours.

Other Duties

- Maintain a professional and well-organised office environment.
- Assist with reception support, courier dispatches and receipts, staff communications and notice boards.
- Maintain physical and electronic filing so records are structured, tidy, traceable and accessible to others.
- Take ownership of own learning needs and proactively seek support or further training when systems, processes or responsibilities are unclear.
- Promptly report training system issues, access problems or process barriers and follow up until resolved.

Key Skills & Competencies

Systems and Reporting

- Excellent computer literacy and confidence using process, ERP and reporting systems.
- Ability to complete accurate consumption reconciliation between production paperwork, NAV and BASIS, including identifying and escalating gaps where validation checks or three-way matching have not been completed.

Accuracy and Attention to Detail

- Maintains accurate production, inventory, reporting and compliance information across multiple systems.
- Verifies source information before processing, correcting or reporting data, identifying incomplete, inconsistent or unclear information before it creates downstream errors.
- Maintains accurate, complete, traceable and well-organised records, reports, filing systems and training documentation.
- Checks own work, follows up errors or omissions, and ensures corrections are completed promptly and accurately.

Logical Reasoning, Initiative and Problem Solving

- Applies logical reasoning to analyse information, identify patterns, test assumptions and determine likely causes of production, inventory, consumption, paperwork or system discrepancies.
- Uses initiative to verify source information, investigate issues, escalate appropriately and follow discrepancies through to resolution.
- Works independently, prioritises actions, involves the right people and recommends practical solutions based on evidence.
- Works in a neat, organised and systematic manner so records, systems, filing and work areas remain structured, traceable and easy to follow.

Teamwork and Communication

- Strong communication skills across all levels of the business.
- Ability to work collaboratively with Production, Logistics, management, contractors and suppliers.

Organisation and Follow-up

- Good organisational skills and the ability to manage multiple administrative and reporting priorities.
- Sound understanding of housekeeping, 5S or similar workplace organisation practices.

Position Description:

Key Skills & Competencies

- Takes ownership of learning needs and proactively seeks support or further training when systems, processes or responsibilities are unclear.

Major Challenges

- Maintaining accurate, complete and traceable information across production, inventory and reporting systems where data may not align.
- Reconciling production paperwork, NAV, BASIS and related system data where validation checks, source information or three-way matching may be incomplete or inconsistent.
- Identifying, investigating, escalating and correcting discrepancies promptly while meeting reporting deadlines.
- Supporting one source of truth for production reporting by reducing duplication, checking source data and improving report reliability.
- Balancing production reporting, inventory support, consumable control, contractor records, H&S administration and site coordination priorities.
- Supporting material handover, stock visibility and inventory accuracy without direct responsibility for raw material purchasing.
- Using sound judgement and logical reasoning to identify risks early, involve the right people and follow issues through to resolution.

Working Relationships

Most Frequent Contact	Nature or Purpose of Contact
Production Manager and Production Supervisors	Daily production and system information.
Site Operations Manager	Reporting, explanations, improvements and investigations.
Logistics team	Accurate handovers of ingredients, packing materials and finished goods.
Contractors and suppliers	Contracted services, consumables, supplies and related follow-up.
Planning / MRP function	Ingredient planning, production requirements, stock availability and inventory allocation.
Health and Safety Manager or H&S support	H&S reporting, meeting minutes, corrective actions, contractor records and site safety initiatives.
Quality team	Non-conformance support, production records, document control and investigation follow-up.
Finance, Procurement or Accounts Payable	Purchase orders, consumables, supplier documentation, invoice or delivery query follow-up where required.

Systems Used

System	Primary use
Tillit	Production information, process records and system updates.
NAV	Inventory, consumption, production and system reconciliation information.

Position Description:

BASIS	Consumption, inventory or production information requiring reconciliation with paperwork and NAV.
Power BI or similar reporting tools	Production reporting, KPIs, trend analysis and management reporting.
Assura	Health and Safety reporting, corrective actions and compliance records.
Microsoft Office applications	Email, spreadsheets, documentation, reports, filing, meeting minutes and general administration.

The role is expected to use these systems accurately, verify source information, escalate discrepancies or access issues promptly, and adapt to any system changes or replacement platforms introduced by the business.

Changes to Position Description

This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

Acknowledged / Accepted:

Employee: _____

Date: _____

Manager: _____

Date: _____