

Position Description

This position description provides an indicative outline of the purpose and accountabilities of the role, the specific performance requirements, and expectations. In addition to these key areas of responsibilities, additional duties may be required from time to time; therefore, this is not to be seen as an exhaustive list. This Position Description shall be read in conjunction with the respective IEA and the OCD Employee Hand Book.

Title and Reporting Relationships

Position Title: **Milk Supply Manager**
 Business Unit: **Milk Supply**
 Location: **Regional – Dairy Catchment (Specific regions to be added)**
 Reports to: **General Manager Milk Supply**

PD Approved by: _____

Date: _____

Main Purpose of Position

The Milk Supply Manager is responsible for sourcing, retaining, and managing strong relationships with supplier farmers to meet Open Country Dairy's milk volume, quality, and sustainability objectives. The role provides commercial, operational, and strategic support to suppliers, ensuring accurate milk supply forecasting while acting as an ambassador for Open Country Dairy in the region.

Organisational Relationships

Key Responsibilities

Key Focus	% of Total Role	Objective (What)	Means (How)	Rank
Milk Sourcing & Growth	25%	Meet and grow milk supply targets through proactive sourcing.	- Develop and maintain an active pipeline of prospective supplier farmers - Clearly communicate Open Country Dairy milk pricing and value proposition - Monitor competitor activity and market dynamics - Act as a positive brand ambassador	2

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Key Responsibilities				
Key Focus	% of Total Role	Objective (What)	Means (How)	Rank
Supplier Retention & Engagement	30%	Retain suppliers and strengthen long-term partnerships.	• Build strong, trusted professional relationships • Support farmers to improve productivity and performance • Facilitate supplier meetings, events, and local activities • Communicate company strategy, direction, and performance clearly • Provide high levels of service and responsiveness (including after-hours support)	1
Milk Supply Forecasting & Flow Accuracy	20%	Ensure accurate forecasting and planning of milk volumes.	• Monitor seasonal, climatic, and on-farm production factors • Capture and update farmer production intentions and changes • Provide accurate budgets and rolling forecasts • Identify and manage risks to milk supply continuity	
Milk Quality & Compliance	15%	Maintain high milk quality standards and resolve issues quickly.	• Respond to milk quality issues raised by farmers or Open Country • Provide guidance and support to resolve quality concerns • Accurately record actions and interactions in CRM systems	
Sustainability & Environmental Support	10%	Support Open Country Dairy's environmental and sustainability goals.	• Work alongside the Sustainability Team to deliver on-farm objectives • Support suppliers in understanding and meeting environmental requirements	

Major Challenges

Extensive regional travel and frequent on-farm visits requiring effective time management, fatigue management, and personal wellbeing awareness.

Working in farm environments that present inherent health and safety risks, including uneven terrain, livestock, heavy machinery, and variable weather conditions.

Maintaining a strong personal safety focus while balancing responsiveness, after-hours availability, and service expectations for supplier farmers.

Ensuring consistent adherence to Open Country Dairy health and safety policies while working independently and remotely across multiple sites.

Managing supplier relationships during periods of pricing pressure, climatic variability, or operational disruption.

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Decision Making Authority	
Decisions Expected	Outcomes Expected
Supplier engagement strategies	Strong retention and satisfaction
Forecast adjustments	Improved supply planning
Issue escalation decisions	Timely resolution and risk mitigation
Prioritisation of sourcing opportunities	Optimised milk volumes

Working Relationships	
Most Frequent Contact	Nature or Purpose of Contact
Supplier Farmers	Ongoing relationship management and support
Sustainability Team	Environmental targets and compliance
Quality Team	Milk quality issue resolution
Rural Professionals	Influencers of farmer decision-making
Milk Supply Colleagues	Team coverage and collaboration

Qualifications, Experience & Competencies		
Requirement	Essential	Desirable
Strong knowledge of dairy farming systems	Financial and commercial understanding (e.g. ex-rural banking advantageous)	Previous milk supply or agribusiness experience
Experience working directly with farmers or rural clients	Ability to work independently in a regional environment	Knowledge of sustainability and environmental compliance
Strong relationship management and communication skills	High level of computer literacy (Excel, Word, CRM systems)	Understanding of local dairy regions ("the patch")
		Empathy balanced with commercial discipline
		Resilience and adaptability
		Competitive and results-driven mindset
		Team-oriented with a positive, engaging approach