

## POSITION DESCRIPTION: - BUSINESS ADMINISTRATION MANAGER

### PURPOSE



The Business Administration Manager forms a key part of the team at the Southern Dairy Hub (the “Hub”). The Hub is governed by a board of directors and forms part of the Hub family (Southern Dairy Farmers, DairyNZ and AgResearch).

The Hub works to the central goal of “creating prosperity for Southern farmers” and our vision is to be an internationally recognised, innovative and leading centre of excellence for dairy farming, research, and extension.

The position of Business Administration Manager is responsible for the day to day management of the business support function including providing support to the General Manager (“GM”) and farm team. The Business Administration Manager plays a key role in the financial management of the Hub and will be responsible for all Accounts Payable and Accounts Receivable duties along with most data input. The Business Administration Manager will report directly to the General Manager and will have working relationships with the Senior Leadership Team (“SLT”) and Farm Manager, farm and research teams.

The Business Administration Manager is responsible for ensuring the Hub complies with compliance requirements (including in relation to people and health and safety) and working to continuously improve practices within the business.

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### INDICATORS OF SUCCESS

#### 1. BOARD LEVEL

- Provision of timely and accurate information to inform Board level decision making
- Establish and maintain excellent working relationships with internal and external stakeholders

#### 2. SENIOR LEADERSHIP TEAM LEVEL

- Provision of timely and accurate information to inform Senior Leadership Team decision making
- Financial administration and data input is completed in a timely and accurate manner
- Considered and informed long-term system and process development achieved
- Support the SLT to deliver excellent performance across the business
- Maintain an open and constructive relationship with the SLT
- Share knowledge and experience

#### 3. OPERATIONAL LEVEL

- Business compliance risk is managed
- Support business operation with a focus on continuously improving business systems and performance
- Support Farm Manager and 2IC to develop their knowledge and capability
- Personal leadership role models business culture, core values and continuous improvement thinking
- Farm processes are reviewed and verified to ensure compliance with legislation and best practice

## KEY RESPONSIBILITIES

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### BUSINESS INFORMATION MANAGEMENT

Capture and report key business performance information for use alongside financial information in budgeting and management decision making

#### TARGET OUTCOMES

- Identify company policies and procedures that need to be in place to set foundation for business management
- Update current policies and procedures and develop those that are gaps
- Manage the implementation of business policies and procedures, review annually
- Monthly summary report of farmlet performance available to SLT by the 5<sup>th</sup> of the month
- Manage relationships with key suppliers in conjunction with the Farm Manager
- Review systems, staying up to date with system changes and ensuring the business is using systems efficiently, maximizing the value from the information available. Make recommendations for system changes and upgrades as appropriate

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### OFFICE MANAGEMENT

Oversee the overall office management, ensuring the smooth, efficient delivery of support services to the Hub team. Ensure appropriate systems are in place, monitored and managed to ensure efficient, effective performance.

#### TARGET OUTCOMES

- Efficient management of office support to ensure the Hub team receives a quality office support service
- Ensure all daily, weekly and monthly support tasks are completed accurately
- Develop and manage efficient systems and processes that:
  - enable information flow and accessibility
  - produce accurate information management
  - meet the requirements of the business
- Proactively manage a company calendar to ensure events, activities and on-farm plans are scheduled and implemented
- Personal Assistant support to the GM and Board (including travel, accommodation and meeting venue bookings)
- Manage implementation of new management software as agreed
- Ensure data safety through effective management of system back-up processes
- Manage data integrity through quality control checks

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### PEOPLE MANAGEMENT

Oversee the business Human Resource function

#### TARGET OUTCOMES

- Ensure all employment legal requirements are adhered to
- Provide support for the Farm Manager to ensure good people practices are followed. This includes
  - Ensuring the Farm Manager is supported to engage in best practice recruitment (including advertising, application forms, reference and pre employment checks)
  - Verifying that the Farm Manager fully inducts people to their role and that this is recorded in an induction acknowledgement.

- Liaising with applicants, including to arrange interviews
- Completing employment documentation for new employees
- Ensure all payroll and employee related activity meets the requirements of the Privacy Act
- Identification and elevation of any potential people risks
- Provide support to the Farm Manager and 2IC to develop their knowledge and capability
- Auditing employee records twice annually to ensure they remain up-to-date

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## FINANCIAL MANAGEMENT

Ensure financial obligations are met and all financial transactions are completed on time and accurately

### TARGET OUTCOMES

- Process accounts receivable invoices accurately and within appropriate time frames
- Ensure all accounts payable invoices are approved by the 10<sup>th</sup> of each month for all farmlets
- Process approved accounts payable invoices accurately and within appropriate time frames
- Oversee and ensure payment of all automatic payment accounts for all farmlets in a timely manner
- Process staff expense claims and ensure these are appropriately authorised
- Maintain accurate records
- Reconcile accounts payable and receivable monthly
- Resolve account queries
- Code transactions appropriately, including to the correct farmlet
- Complete monthly bank reconciliations accurately and within appropriate time frames
- Assist with Annual Audit of information as requested by the contracted Auditor and the GM

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## PAYROLL

Ensure business payroll obligations are met and all transactions are completed on time and accurately

### TARGET OUTCOMES

- Ensure compliance with statutory returns, deductions and other legislatively mandated requirements
- Check fortnightly payroll and process payments
- Reconcile payroll records and ensure all information is kept secure and confidential

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## IRD

Prepare GST, FBT, PAYE and provisional tax returns and fuel excise duty refund applications

### TARGET OUTCOMES

- PAYE, FBT, GST, Provisional Tax etc. returns and reconciliations are prepared on time and accurately
- Fuel excise duty refund applications are prepared on time and accurately
- Liaise with Accountant to ensure all company IRD obligations are met on time and accurately

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## REPORTING AND BOARD SERVICES

Provide regular reports to the GM and Board, as required. Assist with production of monthly management accounts.

### TARGET OUTCOMES

- Prepare monthly reports and annual accounts
- Distribute relevant reports to the SLT and Board
- Reporting, both internal and external, is accurate and time deadlines are strictly adhered to
- Be available as the first point of contact for queries and advice on interpretation

- Monthly reporting is available within the prescribed time-frames
- Board papers are collated and prepared and available one week prior to board meeting
- Produce other reports for SLT/Board as required
- Arrange requirements for meetings (e.g. travel, accommodation, venues)
- Attend monthly Board meeting, take minutes and action points, distribute to GM and Board
- Support any planning and minute requirements of the Board
- Identify action points from all farm meetings (Board, RAC and Team) and ensure these are diarized, followed up and completed
- Attend Scheduled Research Advisory Committee (“RAC”) meeting, take minutes and action points, distribute to RAC Members
- Attend other farm meetings as required (e.g. health and safety) and take minutes

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## ASSET AND CONSENT MANAGEMENT

### TARGET OUTCOMES

- Set up effective systems to monitor and manage business asset management
- Ensure asset registers are maintained and kept up to date monthly
- Verify and report on the provision of actual verses target maintenance according to the agreed maintenance schedules
- Work with the GM to identify risk areas and ensure management plans are in place
- Ensure consents are monitored and elevate business risks if required (including expiry dates)
- Verify recording and compliance requirements of resource consents are met

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## EXTERNAL RELATIONSHIPS

### TARGET OUTCOMES

- Effective communications are developed with stakeholders (including shareholders, research partners, suppliers, farmers and rural professionals)
- Quality stakeholder relationships are built on mutual trust and integrity and any conflict is addressed immediately, the aim being to maintain the relationship and achieve win:win outcomes
- Monitor supplier performance and elevate any areas of concern to GM

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## HEALTH AND SAFETY MANAGEMENT SYSTEM

Support the Hub’s health, safety and wellbeing management system influencing good practice and a strong culture across the business working towards highly effective worker participation practices

### TARGET OUTCOMES

- Understand and implement the Hub’s health and safety policy and taking reasonable care for your own health and safety and the health and safety of others
- Lead by personal example on all matters of health and safety, influencing good practice and a strong culture
- Work with key stakeholders (including external consultants and the farm team) to ensure the Hub’s health and safety management system requirements are implemented and practiced to a high standard
- Monitor and support the business to ensure that all regulatory and compliance records are recorded and managed appropriately
- Conduct internal audit programme to ensure compliance with the health and safety management system requirements

- Check health and safety training and regulatory compliance requirements are met and records maintained
- Co-ordinate and undertake audits within the business and collate, analyse and distribute audit results
- Ensure the accuracy of incident data in company systems for monthly reports

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## OTHER

### TARGET OUTCOMES

- Complete any other assignments, projects or responsibilities delegated or assigned by the GM
- Assist with other administrative tasks as required, for example, to cover leave absence
- Respond positively to requests for assistance in other areas, and undertake new work tasks with enthusiasm, interest and good humour
- Contribute to the overall goals and objectives of Hub through initiative and active team participation

***This job description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder agrees to undertake any other tasks that are consistent with the position and with the provision of quality service to the business.***

## PERSON SPECIFICATION

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### CORE COMPETENCIES

Competency	Definition
Financial Management	Able to execute processes related to invoicing, payments, reporting, budgeting, forecasting, coding and other financial tasks including reporting against budget.
Computer Literacy	Knowledge and experience in contemporary software packages
Planning and Organising / Work Management	Establishing a course of action for self and/or others to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources
Quality Orientation/ Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job, accurately checking processes and tasks, maintaining watchfulness over a period of time.
Team work/ Collaboration	Working effectively with team/ work group or those outside formal line of authority (e.g. peers, senior managers) to accomplish organizational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organization or team.
Relationship Building	Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Expressing ideas clearly (verbally or written) that have

	organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience.
Problem solving	Ability to identify, analyse, and solve a problem in support of personal, group or organizational objectives.
Quality	Consistently takes action to improve work processes, maintains attention to detail and is committed to high standards of work outcome.

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#### KNOWLEDGE, SKILLS & EXPERIENCE

- Background of working in financial and business administration is essential, preferably within the primary sector
- Must be able to perform data input activities quickly and accurately
- Must be computer-literate and be able to pick-up the operations of new software packages quickly
- A working knowledge of the Health and Safety at Work Act 2015 and its application in the workplace
- Competent in Microsoft Word, Excel, PowerPoint and Outlook
- Strong ability to prioritise and multitask
- Professional, proactive attitude with excellent interpersonal skills
- Outstanding communication skills
- Professional standards of written and verbal communication
- Strong relationship building skills with the ability to relate to and influence a wide range of people
- Alignment with the vision and values of the Hub