

# Assistant Customer Hub Lead



## WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa our purpose is To be the No:1 buying group for New Zealand Farmers and Growers, and our Vision is To be the go-to for everyone connected to our land. We're always backing Kiwis - rain or shine, year in, year out.

## OUR VALUES – NGĀ UARATANGA

Our values of Be You, Minds Open, and See It Through help us to work as one - helping each other and winning together. We're rural people supporting our rural communities looking after our land and our people.

### Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

### Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

### See it through - whakamaui kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

## POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Customer Hub Lead
Your Team – To tīma:	Customer Hub
Direct reports - Kaimahi:	Yes

The Assistant Customer Hub Lead works closely with the Customer Hub Lead to deliver seamless and engaging customer experiences, aiming to ensure every Customer Hub interaction is a good one. Providing support to the Customer Hub Lead, the Assistant Customer Hub Lead is responsible for implementing Customer Hub team workflow management plans including task queue management, ensuring interactions and tasks ebb and flow to customer and business demand. They will play a key role in identifying any performance and workflow issues and escalating these to the Customer Hub Lead, while also supporting and coaching team members to achieve positive customer outcomes. An extension of the Customer Hub (Advisor and Specialist team), they will also provide valuable support to the wider Customer Hub team completing daily tasks, processing and lifecycle work as required. A champion for Farmlands' values and brand through providing engaging, empathetic and customer centric, experiences and interactions.

## KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

### Safety and wellbeing - Haumarutanga

- Actively contribute to a safety-first culture by:
- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

## General – Whānuitanga

- Lead, coach and support the Customer Advisor and/or Customer Specialist teams, working closely with the Customer Hub Lead. Empowering team members and creating a psychologically safe environment for the team to thrive.
- Support the Customer Hub Lead through the implementation of the team workflow programme including queue management, ensuring interactions and tasks ebb & flow to meet customer and business demand.
- People management and development of the Customer Advisor or Customer Specialist teams including 1:1s, implementation of inductions (including signing off on competency), coaching and identifying learning and development opportunities. Coaching may include classroom teaching, side by sides, ongoing assessments and quality control.
- Identify and escalate individual and team performance and workflow issues to the Customer Hub Team Lead. Call out team member coaching and training needs when needed and take steps each day to continuously improve.
- First point of contact for Farmlands complaints and Customer Hub call/email escalations, resolving these where possible.
- Implementation of induction plan and ongoing coaching, identifying coaching opportunities.
- Support the wider Customer Specialist team across the below areas to complete tasks, and lifecycle work as required.
  - Join: Onboarding of new accounts, managing queries relating to applications, ensuring obligations under the Anti-Money Laundering and Countering of Financing of Terrorism Act 2009 are met.
  - Card: Manage all queries relating to Farmlands Card and Z business (Fuel) cards – processing additional card applications such as, reissue (lost, stolen, damaged) card cases, cancel, suspend and unsuspend.
  - Change: Manage all queries relating to share transfers, new applications if required, account maintenance such as Authority to Act, Direct Debit, name changes and Deceased Estates. Action account withdrawals ensuring accounts are off boarded correctly and within a reasonable timeframe.
  - Resolutions: Manage and resolve all enquiries regarding disputed transactions and statement queries, liaising with internal and external parties to achieve a resolution.
- Deliver outstanding customer service, working over a range of touchpoints and channels, using voice as your main communication when possible. This could include: Inbound and outbound phone calls, emails, SMS, Virtual Chat. Social media channels, Case and Task allocation in CE and Face to Face. Checking that your customer understands complex information and what is required to resolve the query or task. Work over a range of touchpoints and channels.
- Support the wider Customer Advisor team across all touch channels to complete tasks, outbound and inbound calls, sales and lead initiatives and resolve customer queries as required.
- **Lead with agility**, collaboration and safety through developing ways of working and coaching frameworks to bring out the best in everyone, removing blockers for achievement and finding ways to intrinsically motivate.
- **Collaborate** with wider Farmlands internal teams and external stakeholders to create world class solutions to complex and ambiguous challenges.
- Fulfil ad-hoc and ongoing requests for the Head of Customer Experience and Customer Hub Lead as required
- Collaborate with the wider business including Customer Experience team, Credit team, Marketing and external providers to create world class experiences
- Work closely with external and internal providers such as 1Centre to deliver continuous improvements. Drive continuous improvement through automation, simplification and digitalisation

- **Support team compliance**, cross and upskilling of tasks, AML, applications, card, fraud, authority, CCCFA.
- Identify, implement and support **continuous improvement initiatives across the Customer Hub** to deliver greater efficiency, while ensuring the customer is at the heart of all initiatives.

## Professional

## Development -

## Whakawhanaketanga

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Identify opportunities and actively participate in improving processes, policies, customer experiences and first contact resolution.
- Positively contribute to the culture at Farmlands and takes active steps deliver to our mission and purpose through breaking down silos, collaborating and growing together.
- Engage in development, through monthly 1:1s, coaching and quarterly development plans.
- Adaptable to change, showing flexibility by seeking to increase skills and work across the different functions in the team.
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

**These may change from time to time to meet operational or other requirements.**

## WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

### Experience - Āu

### tautōhitotanga

### Qualifications –

### Āu tohu mātauranga

- An emerging leader with a minimum of 2+ years' experience in a customer service role delivering customer and business improvements. Knowledge of AML and CCCFA, Microsoft D365 is an advantage, however we are fully committed to training for right person.

### Skills –

### Āu pūkenga

- Leadership skills with strong relationship building and coaching skills
- Strong written, oral communication skills and attention to detail
- Analytical and critical thinking skills
- Excellent initiative, problem solving and organisational and time-management skills.
- Ideally experienced with Microsoft D365.
- Knowledge of AML and CCCFA is an advantage, however we are fully committed to training for right person

### Personal Attributes –

### Ōu āhuatanga

- Customer focused, with a track record of delivering great customer service, results and improvements
- Ability to influence others and move toward a common vision or goal.
- Flexible and adaptable; able to work in ambiguous situations.
- Creativity, innovation and the ability to think 'out-of-the-box' in problem solving.
- Integrity, discretion and resilience.
- Commitment to business goals and culture

## Addendum:

# Farmlands Leadership Behaviours

CREATE	CONNECT	DELIVER	GROW
CREATE CLARITY	BUILD CONNECTIONS	DELIVER RESULTS	GROW SELF, GROW OTHERS
<b>Understand the bigger picture</b> – you understand our vision, strategy and plans and what's expected on how to deliver this. And, if you don't know, you take steps to find out.	<b>Forge connections</b> – you have strong relationships with the people around you, your customers and communities. You create connections outside of your immediate team with those who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities.	<b>Take people with you</b> – you inspire people through your commitment and enthusiasm to the future of our business. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.	<b>Have a growth mindset</b> – your resilience helps you to be agile, persist through challenges and learn from feedback. You are curious and have flexibility of thought and perspective. You know your strengths and opportunities, actively engage in self-development and take time to reflect and apply learnings.
<b>Have a plan</b> – you establish a vision and course of action that's aligned to our strategy. You help others connect the dots between our vision and strategy and where they fit in achieving this. You can describe what success looks like and provide a sense of direction for others, even during times of ambiguity.	<b>Create purpose and belonging</b> – you create meaning for your team by uniting them around a common goal. You're authentic and prepared to be vulnerable. You promote diversity and allow others to express themselves and for all voices to be heard equally.	<b>Think and act like an owner</b> – you take responsibility for your performance and delivering to a high standard. You tenaciously pursue the right outcomes and don't confuse activity with results. If you lead people, you set clear expectations for every team member.	<b>Develop capability</b> – you coach others to build capability and achieve their potential. You know your team, their aspirations and support them to learn, grow and take ownership of their development.
<b>Clarify the 'why'</b> – you make clear how activities and decisions benefit the customer and the co-operative. You provide further context where further buy-in or prioritisation is needed to help overcome resistance.	<b>Take people with you</b> – you inspire people through your energy, commitment to our business and enthusiasm for the future. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.	<b>Insights driven</b> – you understand the commercial aspects of your role and make decisions based on data and insights. You draw from new sources of information to generate ideas, seeking to innovate, disrupt and change. You are focused on building a stronger organisation tomorrow than today.	<b>Get out of the way</b> – you empower others by delegating and creating space for them to do their best work, trusting them to deliver and providing support where required. You make it safe for others to try new things and learn from mistakes.

## HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR:

### LEADS SELF:

<b>Create Clarity:</b> <i>By understanding your role and how it contributes to the bigger picture you will make the right decisions</i>	<b>Build Connections:</b> <i>You have strong relationships with your team and the people you work alongside to achieve success as a</i>	<b>Deliver results:</b> <i>You deliver to the expectations of your role.</i>	<b>Adapt and grow:</b> <i>. being agile and resilient, listening and responding to feedback, and putting in the effort</i>
<b>Align with the bigger picture –</b> <ul style="list-style-type: none"> <li>work is directly aligned with our vision, strategy and plans.</li> <li>know what's expected and how to deliver.</li> </ul> <b>Have a plan –</b> <ul style="list-style-type: none"> <li>have a vision and course of action that's aligned to our strategy.</li> <li>help others understand how they fit in.</li> </ul> <b>Clarify the 'why' –</b> <ul style="list-style-type: none"> <li>understand and make it clear how activities and decisions benefit the customer and the co-operative.</li> </ul>	<b>Forge Connections –</b> <ul style="list-style-type: none"> <li>create strong relationships with others.</li> </ul> <b>Create purpose and belonging –</b> <ul style="list-style-type: none"> <li>you and your team are united around a common goal.</li> <li>promote diversity and allow others to express themselves.</li> </ul> <b>Take people with you –</b> <ul style="list-style-type: none"> <li>inspire people through your energy, commitment and enthusiasm</li> <li>consider information from a range of sources in decision making.</li> </ul>	<b>Create structure –</b> <ul style="list-style-type: none"> <li>plan and create structure to get things done.</li> <li>be agile and look to work in new ways.</li> </ul> <b>Enable performance –</b> <ul style="list-style-type: none"> <li>take responsibility for your performance and deliver to a high standard.</li> </ul> <b>Think about the business –</b> <ul style="list-style-type: none"> <li>think and make decisions with a commercial lens</li> <li>seek new information focused on building a stronger Farmlands.</li> </ul>	<b>Apply a growth mindset –</b> <ul style="list-style-type: none"> <li>be agile, persist through challenges and learn from feedback.</li> <li>actively engage in self-development and apply learnings.</li> </ul> <b>Develop capability –</b> <ul style="list-style-type: none"> <li>coach others to build capability and achieve their potential.</li> <li>know and support others to take ownership of their development.</li> </ul> <b>Get out of the way –</b> <ul style="list-style-type: none"> <li>empower others by creating space for them to do their best work.</li> <li>make it safe for others to try new things and learn from mistakes.</li> </ul>

### LEADS OTHERS:

<b>Create Clarity:</b> <i>Your role is to operationalise the strategy which means you and your team need to understand it and how to achieve it</i>	<b>Build Connections:</b> <i>This is about the relationships you create with your team and the teams you work closely with.</i>	<b>Deliver Results:</b> <i>This is about achieving results through others.</i>	<b>Grow yourself, grow others:</b> <i>Growth is how we make ourselves, our teams and our co-operative better.</i>
<b>Understand the bigger picture –</b> <ul style="list-style-type: none"> <li>understand our vision, strategy and plans.</li> <li>know what's expected of you and how you should deliver this.</li> </ul> <b>Have a plan –</b> <ul style="list-style-type: none"> <li>establish a vision and course of action that's aligned to our strategy</li> <li>help others understand their contribution to our vision and strategy.</li> </ul> <b>Clarify the 'why' –</b> <ul style="list-style-type: none"> <li>make it clear how activities and decisions benefit the customer and the co-operative.</li> <li>provide further context where required to overcome resistance.</li> </ul>	<b>Forge connections –</b> <ul style="list-style-type: none"> <li>create strong relationships with your team and others who have an influence on your work.</li> </ul> <b>Create purpose and belonging –</b> <ul style="list-style-type: none"> <li>create meaning for your team by uniting them around a common goal.</li> <li>authentic and promote diversity.</li> </ul> <b>Take people with you –</b> <ul style="list-style-type: none"> <li>inspire others through your energy, commitment and enthusiasm.</li> <li>lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</li> </ul>	<b>Create structure –</b> <ul style="list-style-type: none"> <li>plan and create structure to get things done.</li> <li>agile and look to work and lead your team in new ways.</li> </ul> <b>Think and act like an owner –</b> <ul style="list-style-type: none"> <li>take responsibility for your performance and delivering to a high standard</li> <li>set clear expectations for every team member and hold them to account.</li> </ul> <b>Insights driven –</b> <ul style="list-style-type: none"> <li>make decisions with a commercial lens and seek new information to generate ideas.</li> <li>innovate, disrupt and challenge the norm.</li> <li>focus on building a stronger Farmlands.</li> </ul>	<b>Have a growth mindset –</b> <ul style="list-style-type: none"> <li>embrace the new and lead with agility</li> <li>actively engage in self-development and apply learnings.</li> </ul> <b>Develop capability –</b> <ul style="list-style-type: none"> <li>coach others to build capability and achieve their potential.</li> <li>know your team and support and empower them to learn, grow and develop.</li> </ul> <b>Get out of the way –</b> <ul style="list-style-type: none"> <li>empower others by delegating and creating space for them to do their best work.</li> <li>make it safe for others to try new things and learn from mistakes.</li> </ul>