

## WHO WE ARE - KO WAI MĀTOU

We are Farmlands - Te Whenua Tāroa, a Co-operative owned by New Zealand Farmers and Growers, we have been around for 60+ years, supporting our rural communities, looking after our land and our people - we're Out Here Too. We're always backing Kiwis - rain or shine, year in, year out. We work as one – we help each other, we win together.

## PURPOSE AND VISION – TE KAUPAPA ME TE MATAKITE

At Farmlands, our purpose is “To enable improved profitability and productivity for NZ farmers and growers”, and our Vision is “To be the go-to for everyone connected to our land”. Everything we do, every decision we make is with this in the forefront of our minds.

## 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 - whakamaua 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:	Credit Control manager
Your Team – To tīma:	Corporate
Direct reports - Kaimahi:	No

The purpose of the Credit Controller is to contact shareholders and customers who are overdue on their account as per the requirements of the Farmland's Credit Control Policy, providing exceptional customer service to all internal and external customers and carrying out any other duties that may reasonably be expected in support of Farmlands.

## 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**

- Assist in the collection of all overdue accounts within Farmlands.
- Accurate gathering and recording of data, plus review and follow up of Farmlands debtors' repayment schedules.
- Promote direct debit at every opportunity to help monitor Farmlands debtors' financial position.
- Liaison with a variety of shareholders, clients and Farmlands employees.
- Accurately record all correspondence with debtors in the software system.
- Review reports on a daily basis to help monitor debtors' spending.
- Process overdue letters within critical timelines.
- Provide an accurate information service to customers.
- Assist other teams as required to meet operational needs and deadlines.

Continue to develop personally and professionally by:

### **Professional**

### **Development -**

### **Whakawhanaketanga**

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, utilising systems to record 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

- Experience in D365
- Minimum of 3 years' experience in Credit Control.
- Experience in administration and financial analysis.
- Tertiary degree or equivalent desirable.

### Qualifications –

#### Āu tohu mātauranga

### Knowledge –

#### Āu mōhiotanga

- Proficient computer skills, including Microsoft Office applications
- Analytical skills
- Numerical literacy
- Strong time management skills.

### Skills –

#### Āu pūkenga

- Superior phone-based communication skills

### Personal Attributes –

#### Ōu āhuatanga

- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable; able to work in ambiguous situations
- Works well under pressure, with a high level of organisational and time management skills
- Prepared to listen to different perspective and engages others to develop solutions
- Demonstrates high levels of energy, determination, tenacity and persistence to achieve outcomes
- An ability to initiate fresh thinking with a view to find and explore new ways to stimulate ideas; effectively leads team through change and promotes a growth mindset
- Quickly and effectively establishes and maintains strong, mutually beneficial and long-lasting working relationships
- Team player with the ability to work closely and collaboratively with other leaders
- Embraces change, recognising it is necessary to meet the changing needs of our customers and business
- Able to communicate with passion and conviction
- Integrity and high personal and professional standards
- Champions a Together Stronger approach.

# Farmlands Leadership Behaviours

CREATE	CONNECT	DELIVER	GROW
CREATE CLARITY	BUILD CONNECTIONS	DELIVER RESULTS	GROW SELF, GROW OTHERS
<p><b>Understand the bigger picture</b> – you understand our vision, strategy and plans and what’s expected on how to deliver this.</p>	<p><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.</p>	<p><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.</p>	<p><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.</p>
<p><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.</p>	<p><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.</p>	<p><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.</p>	<p><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.</p>
<p><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.</p>	<p><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.</p>	<p><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 grow/adapt. You are focused on building a stronger organisation tomorrow than today.</p>	<p><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.</p>

# HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR:

## LEADS SELF

<p><b>Create Clarity:</b> <i>By understanding your role and how it contributes to the bigger picture you will make the right decisions</i></p>	<p><b>Build Connections:</b> <i>You have strong relationships with your team and the people you work alongside to achieve success as a</i></p>	<p><b>Deliver results:</b> <i>You deliver to the expectations of your role.</i></p>	<p><b>Adapt and grow:</b> <i>. being agile and resilient, listening and responding to feedback, and putting in the effort</i></p>
<p><b>Align with the bigger picture</b> –</p> <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> <p><b>Have a plan</b> –</p> <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> <p><b>Clarify the 'why'</b> –</p> <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>	<p><b>Forge Connections</b> –</p> <ul style="list-style-type: none"> <li>create strong relationships with others.</li> </ul> <p><b>Create purpose and belonging</b> –</p> <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> <p><b>Take people with you</b> –</p> <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>	<p><b>Create structure</b> –</p> <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> <p><b>Enable performance</b> –</p> <ul style="list-style-type: none"> <li>take responsibility for your performance and deliver to a high standard.</li> </ul> <p><b>Think about the business</b> –</p> <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>	<p><b>Apply a growth mindset</b> –</p> <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> <p><b>Develop capability</b> –</p> <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> <p><b>Get out of the way</b> –</p> <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:

<p><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></p>	<p><b>Build Connections:</b> <i>This is about the relationships you create with your team and the teams you work closely with.</i></p>	<p><b>Deliver Results:</b> <i>This is about achieving results through others.</i></p>	<p><b>Grow yourself, grow others:</b> <i>Growth is how we make ourselves, our teams and our co-operative better.</i></p>
<p><b>Understand the bigger picture</b> –</p> <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> <p><b>Have a plan</b> –</p> <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> <p><b>Clarify the 'why'</b> –</p> <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>	<p><b>Forge connections</b> –</p> <ul style="list-style-type: none"> <li>create strong relationships with your team and others who have an influence on your work.</li> </ul> <p><b>Create purpose and belonging</b> –</p> <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> <p><b>Take people with you</b> –</p> <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>	<p><b>Create structure</b> –</p> <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> <p><b>Think and act like an owner</b> –</p> <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> <p><b>Insights driven</b> –</p> <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>	<p><b>Have a growth mindset</b> –</p> <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> <p><b>Develop capability</b> –</p> <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> <p><b>Get out of the way</b> –</p> <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>