

Technical Training Lead

WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa, our vision is to be the 'go-to' for everyone connected to our land. We're always backing Kiwi's – rain or shine, year in, year out. We work as one – we help each other, we win together. We're rural people supporting our rural communities looking after our land and our people.

OUR VALUES – NGĀ UARATANGA

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 tīna

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:	Head of Technical Training & Learning and Development
Your Team – To tīma:	People & Safety
Direct reports - Kaimahi:	Yes

The Technical Training Lead works collaboratively and cross-functionally to deliver employee development programs and training solutions to support Farmlands' capability uplift including technical training and field sales teams.

As the face of learning, you'll strengthen people and organisational capability by developing, facilitating and delivering effective training, enabling our Farmlanders to provide shareholders and customers with support and service that makes us the go to for everyone connected to our land.

You'll also support the wider People & Safety team in driving the vision and values of the business.

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

Learning and development practice

- Develop and facilitate learning and development across Farmlands and support technical training and field sales team training.
- Collaborate and work in partnership with the other Learning & Development Lead.
- Plan and execute the roll out of training, including online content, classroom facilitation, train the trainer and the recording and reporting of training records.
- Prioritise delivery based on changing business needs and agreed implementation plans.
- Maintain positive collaborative relationships with business leaders, subject matter experts and suppliers for continuous improvement of learning content and delivery.
- Collaborate and maintain strong relationships with our trusted technical suppliers and tertiary educators
- Work closely with key stakeholders to identify upskilling and reskilling needs to future-proof the organisation and drive innovation.
- Work collaboratively with external facilitators, as required, to ensure sessions are well planned and learning outcomes are understood and achieved.

Facilitation/ Coaching

- Create immersive, challenging, and impactful learning experiences, inspiring participants to change attitudes in line with desired outcomes.
- Design and facilitate virtual online interactive content, using a variety of appropriate virtual tools to maximise participant engagement and learning.
- Facilitate general and technical training workshops adapting style and language for audience.
- Support and promote the wide use of coaching in the organisation, including incorporating coaching interventions in both learning programmes and in the daily work of managers.
- Empower line managers and team leaders to champion continuous learning as an integral part of daily work using practices such as on-the-job development, and knowledge sharing.
- Plan and manage the logistics of facilitation in partnership with the Programme Lead.

Assessment/Evaluation

- Design a range of summative and formative assessments to ascertain whether learning objectives have been met, providing assessment data to identified target groups.
- Design and develop appropriate feedback for assessment outcomes.
- Evaluate and monitor effectiveness of learning and development initiatives using a range of evaluation models incorporated into pre- and post- training learning.

E-learning

- Work with the Learning Design Specialist to design eLearning content and program experiences, to engage learners in continued development using LMS and instructional design tools such as Articulate.

Learning leader

- Acts as an expert advisor on learning and development, be the 'go to' point for leaders seeking advice on training plans and solutions.
- Identify organisational learning needs and priorities, in line with business strategy, promotional and seasonal calendars.
- Take a lead role in raising the profile of continuous learning and excellence in professional development across the organisation
- Model desired organizational culture and values through own behaviour.
- Support the establishment and creation of personal development plans across Farmlands.

General – Whānuitanga

- Leadership and mentoring of the Technical Training Coordinator
- Develop positive relationships across Farmlands, including our staff and any external parties who attend or facilitate capability development.
- Work collaboratively with People & Safety team to ensure continuous quality improvement of resources, content and services
- Develop an expert understanding of the assigned portfolio, or at an enterprise level, that includes business models, drivers, strategies, and needs, trends, and operating environment.
- Build a clear and shared understanding with stakeholders of the priority capability shifts required to solve business problems and deliver on business outcomes.
- Create effective business cases to justify investment in L&D and demonstrates the contribution of learning to the business.
- Build strong collaborative relationships with the business to support their ownership and implementation of capability development solutions.
- Represent whole-of-Farmlands views and protects its reputation in any external interactions.
- Contribute to the development of systems and processes to improve access to L&D systems, services, products and technology and improve this experience for business and for learners.

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
- 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

- High level of experience delivering and facilitating leadership and learning development programmes across all levels of a large complex business.
- Experience in delivering a range of learning solutions (online, experiential, blended) using the latest thinking and approaches.
- Experienced in the use of learning technologies, latest thinking and approaches, and how these can be leveraged to engage learners and enable a learning culture

Qualifications – Āu tohu mātauranga

- Relevant tertiary qualification in adult learning / teaching
- Gallup Strengths Coach desirable

Knowledge – Āu mōhiotanga

- Understanding of adult learning principles and best practice
- Understanding of large organisation dynamics including geographically distributed staff
- Knowledge of Te Reo and/or Te Ao Māori desirable

- Knowledge of LMS, Articulate 360 suite, Camtasia, Canva and social learning platforms desirable.

**Personal Attributes –
Ōu āhuatanga**

- Highly organised and able to work to timelines and targets
- Ability to establish strong relationships and work collaboratively to achieve results
- A self-starter who demonstrates initiative and is proactive in finding solutions
- Commitment to high standards of excellence and high personal integrity
- High level of independence and initiative while working effectively as part of a team
- High level of curiosity and tenacity to seek out required information to deliver the right outcomes



THE FOUR BEHAVIOURS OF EVERYDAY LEADERSHIP

We've identified 4 leadership behaviours that we know make the best Farmlands leaders. Different roles across the co-operative require us to approach each aspect in slightly different way, and you'll see on the next pages the different leadership levels and how they all fit together.

Create	Connect	Deliver	Grow
Create Clarity	Build Connections	Deliver Results	Grow Self, Grow Others
<p>Understand the bigger picture – you understand our vision, strategy and plans. You know what's expected of you and how you should deliver this. And, if you don't know, you take steps to find out.</p> <p>Have a plan – 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>Clarify the 'why' – 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>Forge connections – you have strong relationships with the people around you, your customers and communities. You look outside of your immediate team to create connections with the people and teams across the business who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities.</p> <p>Create purpose and belonging – 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>Take people with you – 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>Create structure – you plan ahead and create the structures and work routines to get things done. You make use of the systems and technology available to you. You're agile and look to work in new ways.</p> <p>Think and act like an owner – 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>Insights driven – 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.</p>	<p>Have a growth mindset – your resilience helps you embrace change, 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>Develop capability – 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>Get out of the way – 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 (LEAD SELF)

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

HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR (LEAD OTHERS)

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