

Partnerships Operations Specialist

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 Kiwis – 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 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:	Partnerships Lead
Your Team – To tīma:	Partnerships - Sales
Direct reports - Kaimahi:	No

The Partnerships Operations Specialist exists to ensure the Card Partnerships team operates efficiently and continuously improves. In the near term, the focus is on owning the operational and administrative processes that keep partner activity on track and Portfolio Managers well-supported. Over time, the emphasis shifts toward identifying, building, and implementing improvements that reduce manual effort and increase team capacity. Lead generation and partner follow-ups will remain with the Portfolio Managers.

This is a role for someone who thinks ten steps ahead, builds their own backlog of improvement work, and gets genuine satisfaction from closing the gap between how things are and how they should be.

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 could injure yourself or others in the workplace.
 - Ensuring all KPIs, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time.
- Operations – Whakahaere**
- Supporting Portfolio Manager administration to ensure effective delivery across the partnerships team.
 - Owning operational workflows across partner activity – from campaign admin and signage ordering to reporting, supplier coordination and more.
 - Monitoring and managing shared inboxes, ensuring partner and stakeholder communications are handled promptly and nothing is missed.
 - Supporting Portfolio Managers
 - Coordination activities.
 - Maintaining accurate records across information management systems and CRM (Microsoft Dynamics 365).
 - Preparing and distributing regular reports, ensuring they are accurate, timely, and contain all relevant information.
 - Supporting the team with communications and urgent problem-solving when it counts.
- Optimisation – Whakapai Ake**
- Documenting processes and mapping SLAs to identify where time and effort can be recovered.
 - Building and managing a backlog of improvement work, prioritising and progressing it alongside day-to-day support.
 - Identifying, recommending, and implementing workflow improvements using Microsoft Dynamics, Microsoft office and AI tools available.
 - Working with suppliers and internal stakeholders to improve response times and ways of working.
 - Contributing to continuous improvement initiatives, including developing urgent ways of working when needed.
- Professional Development - Whakawhanaketanga** Continue to develop personally and professionally by:
- Maintaining regular contact with your manager to discuss progress, seek feedback, and address development areas.
 - Engaging with the 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

- Experience in an operational, coordination, or partnerships support role.
- Demonstrated ability to identify and close process gaps, not just operate within them.
- Hands-on experience with Microsoft Dynamics 365 – essential.
- Experience using workflow automation tools such as Power Automate.
- Experience using AI tools in a work context to improve productivity.
- Exposure to marketing, promotions, or campaign administration is an advantage.

Qualifications – Āu tohu mātauranga

No specific qualification required.

Knowledge – Āu mōhiotanga

- Understanding of business process documentation and SLA management.
- Familiarity with workflow automation and process improvement principles.
- Knowledge of Microsoft 365 tools including Outlook, Teams, and SharePoint.

Skills – Āu pūkenga

- Strong Microsoft Dynamics 365 capability – essential.
- Proficiency in Microsoft Office suite.
- Power BI or data visualisation skills – an advantage.
- Excellent organisational and planning skills with the ability to manage multiple priorities.
- Clear written and verbal communication skills.
- Methodical and logical with attention to detail.

Personal Attributes – Āu āhuatanga

- A natural process improver – you don't just complete tasks, you question whether they need to exist and make recommendations accordingly.
- Highly self-directed, with the ability to build and manage your own backlog and needs of the team with initiative.
- Team player who works closely and collaboratively with colleagues and external partners.
- Proactive and ten-steps-ahead in thinking – anticipates what the team needs before being asked.
- Consultative and practical – able to translate operational problems into workable solutions.
- Maintains a high standard of ethical practice, reliable and trustworthy.
- Takes personal responsibility and ownership for agreed outcomes.
- Commitment to on-going continuing professional development.



THE FOUR BEHAVIOURS OF EVERYDAY LEADERSHIP

We've identified 4 leadership behaviours that we know make the best Farlands 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 Farlands 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.