



TOGETHER
BETTER
BEST



WINEWORKS

WineWorks Ltd

Position Description North Island Warehouse & Distribution Manager

Location	Hawkes Bay/Auckland
Department:	Warehouse & Distribution
Reports to:	General Manager Operations - NI
Date of Issue:	March 2026
Working Relationships	
Internal:	PLT, Warehouse & Distribution Team Leaders, Production, Quality, Lab, Cellar, HR & IT
External:	Clients, Suppliers and Contractors
Authority	
Spending:	\$ As per agreed budget with General Manager
Staffing:	7 Direct Reports, Full Team = approx. 48

Our Culture

We aspire to a culture where the following values shape our behaviour:



Our clients are our life blood. We know that they are why we are here. We work in a flexible and responsive manner to support their operations and meet their individual needs.



We do what we say and we're reliable. We take complete ownership of the process and the tasks that are asked of us. We are committed to go about our job in a straight up way.



Passion and pride run deep throughout our organisation. We care for the growth of our colleagues and clients, the safety of our workmates and the environment in which we live.



We're one big team who embrace difference and respect each other regardless of job title. We emphasise the value that comes from working together with one focus.



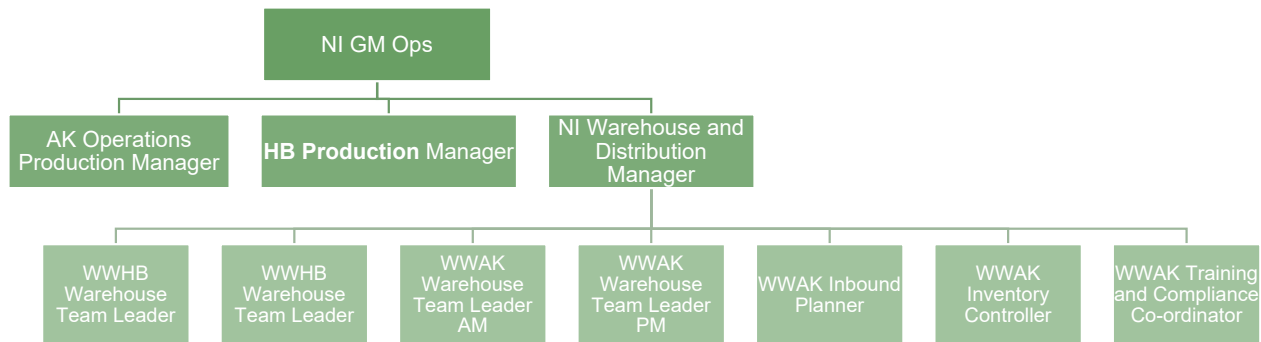
We get things right first time and take no shortcuts. Delivering quality, safe product consistently is our goal. We value expertise and work hard to maintain our high standards.



We love to find solutions and believe there's always a better way to do things. It is this spirit that built the business and will take it to the future.



Organisation Context





Role Purpose

The North Island Warehouse & Distribution Manager provides strategic and operational leadership for WineWorks' warehouse and distribution functions across Auckland and Hawke's Bay. This role is designed for a dynamic leader who is ready to step beyond single-site management and take ownership of a broader, more complex network.

This role has overall responsibility for managing a large Warehouse and Distribution Team from receipt of packaging materials, picking and delivery to the line, finished goods storage and dispatch. This position will manage the operations of 7 warehouses spread across our side-by-side facilities in both Auckland and Hawke's Bay, together hosting a storage capacity of 36,000 pallets, an export market of ~1,750 containers per year and ~21,500 domestic dispatches.

KEY TASK	EXPECTATIONS
Leads our Culture	<ul style="list-style-type: none"> Champions our culture, promotes & role models the values and behaviours at every opportunity. Ensures that all work is undertaken ethically, safely, sustainably and with a quality focus. Ensures that teams are adequately trained, resourced and supported to do so. Promotes health, safety, sustainability & quality initiatives and seeks continuous improvement. Is expert in and leads compliance with relevant legislation and certifications, such as BRCGS, to meet legal and client requirements. Champions projects to reduce our impact on the environment. Is familiar with all relevant policies and procedures that support our Culture and compliance, understanding their roles and responsibilities that are described by these documents.
Senior and Strategic Management of the Plant	<p>Be an active member of the Plant Leadership Team to support overall business performance:</p> <ul style="list-style-type: none"> Assist the GM – NI Operations to make decisions through consideration and discussion of proposals that affect the business generally. Represent your areas of responsibility in debates whilst maintaining an appreciation of the overall business objectives. Represent the business, the plant and the senior team positively at all times. Provide support and assistance to colleagues on Plant Leadership Team. Cover colleagues and senior management roles as required. Work collaboratively with other managers in the group to create aligned processes. <p>Support the annual business planning process:</p> <ul style="list-style-type: none"> Work alongside the PLT to develop a Plant plan and budget to respond to the overall Group Plan. Develop a departmental plan to respond to both the Group and Plant Plan Represent your function as part of the planning process as required. <p>Strategic Development & Innovation:</p> <ul style="list-style-type: none"> Enhance the performance and maturity of the North Island network through modern warehousing practices and innovative operating models.



- Lead initiatives in automation, systems enhancement, data-driven planning and AI-supported decision-making to improve productivity and reduce risk.
- Identify and implement short and long-term improvements that strengthen resilience, scalability, and service quality.
- Evaluate, recommend, and operationalise emerging tools that unlock efficiency and service improvements.
- Ensure WineWorks remains at the forefront of modern logistics capability within the industry.

Other:

- Attend client functions and networking events as required.
- Cross train other functions as required to provide succession support.
- Constantly seek out areas for improvement and or cost savings across the business.
- Formally report each month on department performance.
- Lead projects as required, both within your function, your plant and across the business.

Manage Performance

- Undertake a 1:1 each month for each direct report
- Effectively participate in our Quarterly Review (QR) program.
- Provide focussed feedback to team members around their performance which includes their behaviour and competencies.
- Identify opportunities for improvement/development and succession planning and ensure relevant support given.
- Make recommendations for pay reviews & recognition.
- Undertake disciplinary or poor performance
- Provide on-going coaching and encouragement

Team Management

- Foster an environment which increases employee engagement and regularly identify opportunities for celebration and recognition.
- Ensure work is delegated accordingly to ensure the work is completed by the appropriate team members and hold team leaders accountable for delivery.
- Ensure team members are appropriately trained and supported to deliver excellent outcomes.
- Ensure reporting Managers & Team Leaders follow WW people management processes so that team members can perform competently and safely.
- Ensure appropriate resourcing & resources to deliver on planned workload.
- Ensure the team is committed to and implementing a successful Lean Manufacturing continuous improvement programme that reduces waste and is value adding.

Warehouse & Distribution

- Lead end-to-end multi-site operations including receipt, storage, dispatch & stock accuracy.
- Continually seek opportunities to improve our ability to deliver for the client both internally and with third parties.
- Ensure space constraints are well understood and that warehouse space is optimised effectively & safely managed.
- Source off-site storage at reasonable rates to ensure we can manage peak load.
- Assist in the identification of future warehousing operational opportunities.
- Ensure inventory is accurately and effectively managed and liaise with planners, production, suppliers, and clients.
- Ensure effective use of systems to maintain accurate information.
- Ensure resources are sufficient and available to manage picking and despatch workload within agreed timeframes.
- Ensure customer queries regarding stock are answered in a timely manner and that all non-conformances (including H & S and audit issues) are recorded and addressed in a timely manner.



- Dry Goods**
- Support Team Leaders to ensure accurate management of both WW and customer-supplied dry goods and efficient delivery to the line.
 - Support Team Leaders with the timely forecasting, accurate ordering, flow of WineWorks dry goods.

- Client Service**
- Develop meaningful and mutually beneficial relationships with clients.
 - Undertake regular client reviews to ensure satisfaction with our service and to negotiate commercial terms.
 - Identify further opportunities for service delivery to our clients.
 - Ensure client issues are addressed speedily and conclusively.
 - Ensure good public relations with all suppliers, existing and prospective customers.
 - Attend industry and networking events as required.

- Supplier Management**
- Ensure industry best practice methods of distribution are utilised to ensure optimum results for the customer as well as WineWorks.
 - Liaise with third party providers to expand the scope of our offering in response to client demand.
 - Liaise with freight and supply companies to ensure effective commercial relationships are maintained.
 - Manage delivery and pick up timetable and traffic management plan to ensure effective flow.
 - Review freight partner performance (delivery times, pricing, and service quality) and implement actions to ensure customer satisfaction.

- Personal Development**
- Ensure you remain contemporary in terms of your technical and industry knowledge and capability through research, reading and relevant training and development opportunities.
 - Maintain a broad business and commercial perspective.
 - Proactively identify methods to utilise this information for the benefit of the business.

- Other duties – perform other duties as required**
- Flexible & willing to perform a variety of tasks.
 - Willingly takes on additional tasks/responsibilities to assist the team and the client.
 - Actively participates in matters/meetings affecting the business, their team or their department.

Work Complexity

Accountability	Complexity	People Responsibility	Relating to Others	Expertise
Significant	Analytical & Creative	Mentoring & Coaching Leaders of Teams	Mediating & Negotiating	Specialist

Based upon Strategic Pay SP5 Job Evaluation Methodology, For HR Reference Only

Leadership Competencies

Leading Self	Achieves Results	Builds Relationships and Values Difference	Being Adaptable
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	Holding themselves accountable to meet their commitments	Building relationships through communication, valuing difference, and aligning with our values	Handling change and looking for better ways of doing things
	Builds Effective Teams	Drives Engagement	Delegation
Leading a Team	Building teams with a clear purpose that apply their diverse skills and perspectives to achieve common goals	Creating a workplace where people are motivated to do their best to help our organisation achieve its objectives	Providing direction, delegating, and removing obstacles to get things done.
	Business and Financial Nouns	Decision Quality	Develops and Retains Talent
Leading Leaders	Applying financial knowledge, business, and commercial considerations to advance our goals and make better business decisions	Making good and prompt decisions that keep our organisation moving forward.	Developing and retaining our people to meet both their career goals and our organisation's goals
	Thinks Strategically	Leads Purpose and Values	Builds Networks and Collaboration
Leading a System	Seeing ahead to long term possibilities and translating them into new strategies and plans	Painting a compelling picture of the ambition and strategy that motivates others into action.	Effectively building relationships and networks to grow the business

Knowledge, Skills & Experience

Required:

- Proven experience leading warehouse or distribution operations at scale: Specifically, 3-5yrs experience at a management level in a fast-moving dynamic commodity warehousing environment.
- Strong people leadership capability with experience managing teams in a fast-paced, high-volume environment.
- Practical understanding of warehousing technology, inventory systems, automation and continuous improvement frameworks.
- Strong commercial acumen and analytical skillset.
- Knowledge of relevant legislation (e.g. H&SE Act, Employment Law, NZ Traffic Law).
- Thorough understanding of Health and Safety in the Workplace .

Desirable / Advantageous:

- Experience implementing or operating automated warehousing technologies.
- Experience working in a manufacturing facility or a contract warehousing environment.
- Exposure to multi-site management.
- Familiarity with AI-enabled forecasting, optimisation tools, or advanced WMS/WES/WCS platforms.
- Lean, Six Sigma, or similar improvement credentials.
- The ideal candidate would have set up a 3 or 4 PL facility.
- While all qualifications within the Warehouse/Supply Chain area will be favourably viewed, relevant experience is most important.

Commented [P(1)]: @Julia Johnson (WineWorks Hawkes Bay) I've added in these final two bullets off the back of looking into template PDs as discussed this morning. I've deleted the H&S portion of the Key Task/Expectations Table. Will speak with Karen about getting the Job Ad live tomorrow.

Commented [P(2R1)]: @Karen Mortensen (WineWorks Hawkes Bay) Do you have some time today to help me get this Job Ad live?



Key Relationships

Reports to:	Direct Reports:	Internal:	External:
Regional Operations Manager – North Island	Warehouse Supervisors & Warehouse Teams	<ul style="list-style-type: none">• Production;• Planning;• Procurement;• Quality Assurance;• H&S; and• Finance.	<ul style="list-style-type: none">• Clients;• Transport Providers; and• Contractors.