

RSG NEW ZEALAND

Position Description

Operations Team Leader

POSITION TITLE	Operations Team Leader	LOCATION	Hamilton, New Zealand (Tamahere)
EMPLOYMENT TYPE	Full-time, Permanent	REPORTS TO	Interim General Manager, RSG New Zealand
DIRECT REPORTS: Team Leads	Farm Centre; Embryo Production & Technical; Breeding Services; Client Services Coordinator & Despatch; Semen Production	KEY INTERNAL PARTNERS	Interim GM Centre Veterinarian Financial Team Lead
TRAVEL REQUIREMENTS	5–10% (domestic and international)		

POSITION SUMMARY

The Operations Team Leader is a senior leadership role responsible for the integrated operational performance of RSG New Zealand. Reporting directly to the Interim General Manager, this leader oversees the operational team leads — Farm Centre, Embryo Production and Technical, Breeding Services, Semen Production, Finance and Client Services & Despatch — and is accountable for day-to-day service delivery across RSG's five core business units:

- Breeding Services
- Semen Production Freezing/Storage
- Client Services and Despatch
- Farm Centre
- Embryo Production and Technical Lab

This role is the bridge between strategy and execution: translating the Executive Team's strategic priorities into coordinated operating plans, schedules, and capacity decisions, while partnering closely with the Centre Veterinarian to ensure animal health, welfare, biosecurity, and export-compliance standards are embedded in every operational decision.

KEY RESPONSIBILITIES

Operational Leadership Across Business Units

- Provide day-to-day operational leadership across the Farm Centre, Embryo Production & Technical, Breeding Services, Semen Production, and Client Services & Despatch teams, ensuring delivery against annual goals and implementation of RSG's strategic plan.
- Chair regular operational reviews with team leads to align priorities, resolve cross-unit issues, and drive end-to-end service delivery.
- Manage seasonal capacity planning across Breeding Services, Embryo Production & Technical, and Despatch peaks.
- Act as the senior operational decision-maker in the GM's absence on day-to-day matters.

Quality, Compliance & Continuous Improvement

- Own RSG's integrated operational quality system across all business units, ensuring consistent standards and shared lessons learned.
- Drive continuous improvement initiatives that lift service quality, conception and post-thaw outcomes, throughput, and operational efficiency.
- Oversee health, safety, and environmental compliance across laboratory and animal operations, holding the H&S coordinator accountable.
- Partner with the Centre Veterinarian to ensure full compliance with animal welfare, veterinary medicines, biosecurity, and MPI export requirements.

Team Leadership & Development

- Lead, mentor, and develop the team leaders, holding them to clear performance expectations, and partner with the GM on workforce planning, succession, and training pathways.
- Attend weekly EOS L10 meetings for each business unit and collaborate with the GM to maintain accountability and execution of the EOS platform.
- Foster a unified, cross-unit culture of safety, animal-first thinking, technical excellence, and accountability.
- Resolve people and performance issues escalated by the team leaders, in conjunction with the GM.

Strategic Partnership with the General Manager

- Work directly with the GM as a trusted operational advisor on implementing the global RSG strategy, risk, and growth initiatives.
- Provide operational input into market expansion, new service development, pricing decisions, and the evaluation of strategic partnerships, joint ventures, and acquisitions.
- Represent RSG operations to the Board, Global Executive Team, and key clients as requested.
- Support the GM on the Waratah Farms boar stud joint venture, including operational alignment and partner reporting.

Client & Industry Engagement

- Support contract negotiations and key account relationships from an operational delivery perspective.
- Represent RSG at industry forums and operational working groups.
- Maintain strong working relationships with breeding organisations, partner sites, and service providers.

ESSENTIAL QUALIFICATIONS & EXPERIENCE

Education

- Tertiary education qualification in agriculture, animal science, operations management, business, or related discipline; equivalent experience considered.

Professional Experience

- Minimum 5 years of senior leadership experience in operations management — ideally in animal reproduction services, agriculture, livestock, or a related regulated industry.
- Demonstrated track record of managing multi-team operations through team leaders.
- Hands-on experience operating within, or alongside, an MPI export-accredited environment (or international equivalent), including supporting audits and inspections by MPI, foreign authorities, or equivalent regulators.
- Experience in managing joint venture or partner relationships is desirable.

Technical Competencies

- Working knowledge of operational and laboratory quality management systems is desirable.

- Sound understanding of New Zealand health and safety, environmental, and biosecurity frameworks as they apply to multi-site livestock and laboratory operations.
- Comfortable with operational data, KPI dashboards, and laboratory/animal information systems.
- Familiarity with EOS (Entrepreneurial Operating System) or equivalent operating cadence desirable.

ESSENTIAL SKILLS & ATTRIBUTES

Leadership & Strategic Judgement

- Senior leadership presence with the credibility to lead experienced team leads and technical specialists.
- Strong strategic thinking, with the ability to balance commercial pressure against welfare, quality, and compliance obligations.
- Sound judgement under pressure during operational disruptions or animal-health and biosecurity incidents, with experience in crisis management and business continuity planning.
- Proven ability to drive organisational change and continuous improvement.

Communication & Influence

- Outstanding interpersonal and communication skills with stakeholders at all levels, from farm staff to the Board.
- Ability to translate complex operational and technical concepts for diverse audiences.
- Strong negotiation and influencing skills, particularly with partners and clients.
- Cultural sensitivity for internal teammates, international business, and client relationships.

Operational & Analytical

- Capable of analysing operational and clinical data to drive decisions.
- Excellent organisational skills with the ability to manage competing priorities across multiple sites and species.

Personal Attributes

- High integrity, ethical standards, and a results-oriented mindset with strong accountability for outcomes.
- Adaptability and resilience in dynamic seasonal and market conditions.
- Genuine passion for animal welfare, agriculture, and genetic improvement.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

- Ability to work across laboratory, farm, and animal environments in all weather conditions, including working safely around bulls, cows, boars, and rams.
- Occasional lifting equipment and materials up to 25kg.
- Flexible hours and on-call availability during peak breeding seasons, including some weekends and evenings.
- Domestic and international travel up to 10% of time; valid New Zealand driver's licence required.

EQUAL OPPORTUNITY STATEMENT

RSG New Zealand is an equal opportunity employer committed to creating an inclusive environment for all employees. We welcome applications from all qualified candidates regardless of race, gender, age, religion, sexual orientation, or disability status.

This description reflects the current requirements of the role and may be modified as business needs evolve.