

Responsible to: Customer Experience Manager

Responsible for: Cheesery Team Leader, Herd Team Leader. Overall responsibility for cheesery and herd team.

The position also has overall responsibility for compliance in relation to the farm and dairy, including the Risk Management Plan (food safety), Effluent Discharge and other farm plans, weights and measures.

Functional Relationships: Land Manager and team, Customer Experience team; Executive and Leadership Teams; Service Managers (for Tamariki, Rangatahi, Adults); School; Property Services, HR/Payroll, Finance and administration teams; wider Hōhepa community

External Relationships: Contractors; Suppliers; Auditors; Government Agencies; Sector Representatives; Customers; Consumers

Location: Based in a Hōhepa site in Hawke's Bay; the role will include travel between Hōhepa Hawke's Bay sites, other Hōhepa sites, and travel within the Hawke's Bay region and further afield

SCOPE OF RESPONSIBILITIES

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

The Dairy Manager is a leadership role responsible for overseeing the strategic direction, operations, and sustainability of Hōhepa's dairy production, including herd management, milk bottling, and cheesery operations. The role requires a deep understanding of sustainable farming principles, regulatory compliance, and financial management to ensure the long-term viability of the dairy enterprise.

The Dairy Manager will lead a dedicated farm and cheesery team, foster collaboration across departments, and drive continuous improvement in production efficiency, quality, and environmental impact. This role will work very closely with the Land Manager and the Customer Experience Manager to ensure a sustainable and collaborative approach, and dairy operations align with our shared Hōhepa goals and values.

Key responsibilities:

Strategic Leadership & Operational Management

- Implement the strategic vision for Hōhepa's dairy operations in alignment with the organization's vision, mission and values.
- Oversee all aspects of herd management, dairy operations and production planning.
- Ensure compliance and continual improvements with all food safety, health and safety, and environmental regulations.
- Foster strong collaboration with the Land Manager, Team Leaders, Customer Experience Manager and other internal teams to optimize land use and production processes.

Financial & Resource Management

- Manage the dairy enterprise's budget, including cost control, revenue generation, and financial forecasting.
- Identify opportunities for revenue growth through product development, market expansion, and efficiency improvements.
- Oversee procurement and maintenance of equipment, ensuring optimal use of resources.

Team Leadership & Development

- Lead, mentor, and develop a high-performing team, including the Herd Team Leader, Cheesery Team Leader, and their teams.
- Foster a culture of teamwork, training, and knowledge-sharing to ensure operational continuity and succession planning.
- Promote an inclusive and empowering work environment for staff, people we support, and volunteers.

Product Development & Innovation

- Working closely with the Customer Experience Manager on marketing, new product development, packaging and innovation, ensuring it aligns with the Hōhepa story and market demands.
- Collaborate with the Cheesery Team Leader and Cheesemaker on product development, ensuring any new products align with operational feasibility.
- Explore new dairy products, packaging, and processing techniques to enhance product quality and efficiency, whilst aligning with our sustainability values.

Compliance & Sustainability

- Ensure all dairy operations align with organic (BioGro) and biodynamic (Demeter) farming standards
- Implement sustainability initiatives to minimize environmental impact and enhance regenerative farming practices.
- Maintain accurate records for compliance audits, food safety, and operational reporting.

Qualifications & Skills

- Extensive experience in dairy farm management, sustainable agriculture, or food production leadership.
- Strong understanding of biodynamic / organic / or regenerative farming and dairy practices, and compliance standards.
- Proven ability to manage budgets, drive operational efficiency, and develop strategic initiatives.
- Exceptional leadership and team-building skills, with experience managing diverse teams.
- Knowledge of food safety regulations and best practices in dairy production.
- Excellent problem-solving skills and the ability to make data-driven decisions.

Working Conditions

- Requires hands-on involvement in farm operations, machinery and dairy production processes.
- Seasonal workload fluctuations may require flexibility in scheduling.
- The role can be physically demanding at times.
- Some weekend and evening work may be required during peak production periods.

General Conditions of Employment

This is a salaried position; payment is made fortnightly, by direct credit to a bank account. You will be required to use our electronic timesheet system to confirm hours worked, book leave etc.

Your ongoing employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; if an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

Smoking, Drugs and Alcohol:

Hōhepa is a fully non-smoking environment, including all buildings, grounds and vehicles; if you accept employment with us you guarantee that you will not smoke (even during break times) during work hours.

All Hōhepa roles are considered to be safety sensitive. You must agree to attend work free of any adverse effects of alcohol or drugs (including illegal drugs and similar substances); the way this is assessed is that an alcohol or drug test would be negative. If employed you will need to pass a pre-employment drug test and be subject to random testing so will be required to consent to testing.

Hours of work:

This is a 40 hour per week position, with hours likely to be worked between 7.00am and up to 10:00pm. The hours of work are based on 5 days per week. The expectation is that you will conduct your time in a professional manner, adjusting work hours to suit demand and priorities whilst maintaining a work/life balance.

As a salaried manager you are expected to respond out of usual hours where needed. Where prolonged demands have caused excessive time, you need to keep the Customer Experience Manager informed, so time in lieu may be agreed where significant 'out of hours' work has been needed. Emergency Callout duties may form part of the responsibility of the position.