

POSITION DESCRIPTION

Your position title will be	Trade Operations Specialist
You'll be supported by	Trade Strategy Delivery Manager
Your teammates will be	Trade and Customer Teams

HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK & PLAY

You'll partner with stores, trade, and customer teams to support stores in running an outstanding trade business by providing specialist support in operational excellence, embedding best practices, and ensuring seamless execution of the service promises. This role focuses on optimizing cost-to-serve, enhancing customer experience, and supporting capability development with the Trade team.

ACCOUNTABILITY DESCRIPTION	
1. Delivery (80%)	<ul style="list-style-type: none"> Act as the operational conduit between the Trade business and store teams, championing Playbook v2.0 embedding, TVL 2.0 adoption, and best practice implementation across all trade operations. Lead cross-functional collaboration to scope, design, and implement improvements in delivery management capability, Drive Thru operations and inwards goods processes to enhance customer experience and efficiency. Own and optimise order make-up, staging, and dispatch processes nationally, ensuring alignment with service promise and next-day delivery offer. Champion delivery management system best practice and cost-to-serve initiatives, embedding operational excellence and continuous improvement across the network. Design and implement robust performance dashboards and reporting frameworks to monitor KPIs including Playbook adoption, DIFOT, NPS, and freight recovery. Partner with sales, operations, and finance teams to ensure accurate data inputs and outputs, delivering weekly, monthly, and ad hoc reports to support delivery planning and performance reviews. Lead deployment and change management efforts for new operational programs and tools, ensuring alignment with commercial objectives and field adoption. Monitor usage and effectiveness of operational systems, initiating continuous improvement initiatives to maximise value, engagement, and productivity. Establish feedback loops with stakeholders to shape future improvements across tools, reporting, and communication strategies. Empower store and trade teams with targeted resources and updates to ensure confident and consistent execution of trade operations best practices.
2. Self-Leadership (10%)	<ul style="list-style-type: none"> Provide constructive feedback and share knowledge with other team members Actively participate in 1:1's and Perform, Grow, Succeed conversations Demonstrate Values and Mindsets Look for training and development opportunities to improve your skills and knowledge on analytical solutions.
3. Administration (10%)	<ul style="list-style-type: none"> Including, and not limited too administrative tasks and responsibilities relating to documentation, progress reporting, participation in team meetings, achievement of personal and team goals, while focussing and capturing individual project contributions and specialised expertise.

CORE CAPABILITIES YOU NEED

TECHNICAL SKILLS YOU HAVE

<ul style="list-style-type: none"> • High level of analytical literacy and understanding • Strong operational understanding • Strong leadership and influencing skills • Knowledge and experience within the building and construction (or related) industries 	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Data analysis: Proficiency in using tools for analyzing and interpreting complex data sets. • Statistical modeling: Ability to apply statistical methods to extract meaningful insights and make data driven recommendations. • Data visualization: Skill in creating clear and effective visual representations of data using tools like Power BI or similar. • Business intelligence tools: Familiarity with BI tools to gather, process and analyze business information for decision making purposes.
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HOW DO WE DO THINGS HERE AT MITRE 10

- We live by our Values and Mindsets in how we are with one another as one team and with our customers
- We all play an active part in our Health, Safety & Wellbeing obligations, following guidelines and procedures and always working in a safe way
- We all know the guardrails we're working within to help us stay on track (policies and procedures)
- We all muck in and help with whatever needs doing



**Customer
obsessed**



**One
team**



**Honest
and fair**



**Strive for
excellence**

We thrive in an environment that is...

Empowering & energising

We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.

We'll do the best work through our...

Collaborative networks

Thinking in departments and silos means we're missing out on all the great skills and insights from other team mates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.

We are courageous by being...

Open to learning

We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.

We are focused and driven so...

Our customers win

We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.