

DAIRYNZ Position Description

Design Specialist

Position

Position Title: Design Specialist
Direct Report: Nil
Budget: n/a
Management Position: No

Reports to: Design Specialists Team Manager
Career Level: Specialist
Revenue: n/a
Delegated Authority: n/a

Purpose of DairyNZ

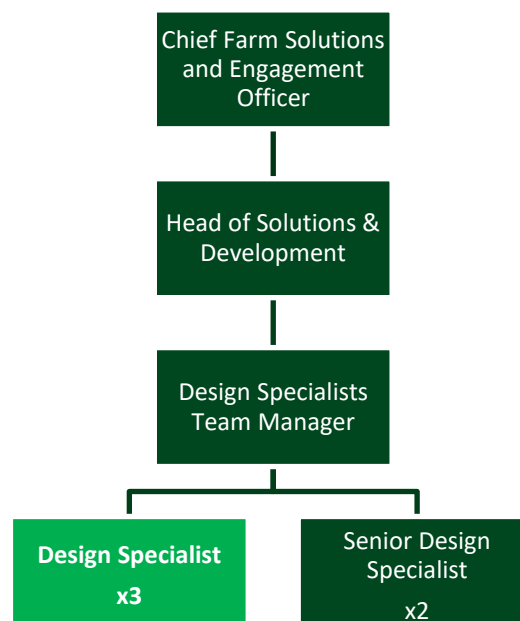
Our Purpose: ***Progressing a positive future for New Zealand dairy farming.***

That's why we exist for farmers, working along them and others to leverage our collective strength and create purposeful change.

Purpose of the position

Developing products for farmers and sector needs through agile working. Contributing towards the priority areas identified in the DairyNZ strategy. Translate policy, regulation, best practice, and insight's driven guidance into practical tools and resources using farm systems and subject matter knowledge in projects and programmes. As a member of both the Design Specialists Team, and wider Solutions and Development team; be part of the culture of expertise in capacity building, service design, behaviour change, outcomes focused, and agile delivery for high impact.

Team organisation chart



Key position deliverables

Key deliverables of the role to be reflected in the Performance Agreement and Individual Performance Targets.

Key Performance Requirement:	Key Indicators:
Development Delivery	• Awareness of the issues facing farmers and the industry. • Uses whole farm system and farmer behaviour knowledge to support the design of products that deliver to priority sector needs. • Contributes to collection, processing, and synthesising of data from various sources when developing products to meet sector needs. • As relevant, interpret and translate research and science information, to develop tools and resources into a firm purpose solution for the end user(s) that drives behaviour change and creates impact. • Ability to contextualise messages and information to engage the audience and enhance delivery outcomes. • Values diverse perspectives and working with others to achieve the best output possible. • Uses critical thinking to evaluate problems, gather information, understand root causes, and identify best possible solutions. Invests time in planning, discovery, and reflection to drive better decisions and more efficient implementations. • Technical knowledge in one or more of the following areas (but not limited to): service design, co-development, design principles, farm management, animal husbandry, people, environment, feed or farm business.
Planning and Delivery	• Contribute to Project Management Office process, monitors own work against milestones and deliverables and evaluate outcomes. • Perform all project tasks within allocated timeframe to specified standard, within budget.

Relationship Management	• Displays an ability to build and maintain effective connections with stakeholders. • Develops internal and external trusting and professional relationships. • Purposefully develops networks to deliver value through collaboration. • Utilise networks to 'test' ideas and solutions with users. • Uses tact and diplomacy to navigate difficult situations. Can relay key messages by creating a story, targeted to specific audiences. • Support and contribute towards high levels of integration and collaboration with the wider Solutions and Development team, ensuring teams operate closely as one team.
How We Work	• Support and role model DairyNZ values and principles: Connected, Curiosity, Courage and Credibility. • Understand and adhere to company policies and guidelines. • Encourages and works as one team with the organisation to achieve great collaboration results. • Actively support and contribute to DairyNZ organisational culture of one team. • Actively support and encourage continuous improvement to drive our organisation forward. • Strive to provide a safe and healthy workplace. • Role model industry safe working practices. • Take appropriate action to ensure correction of any condition or practice, which may cause harm to yourself, others or the environment. • Actively promote DairyNZ Health, Safety & Wellbeing Policies and procedures. • Support and encourage employee participation and consultation in all aspects of Health, Safety and Wellbeing management. • Comply with legislative requirements and relevant standard.

Key relationships

Internal	External
Programme & Project Leads	Dairy Farmers
Regional Teams	Rural professionals
Farmer Communications & Marketing Team	Government agencies, including Regional Councils
Solutions & Development Team	Other sector adoption partners
Policy Team	
Biosecurity Team	
Research & Science Team	
Corporate Services Team	
Strategy & Commercial Partnerships Team	

Qualifications and experience

Essential	Preferred
Understanding of New Zealand dairy farm systems and of the wide range of issues relevant to dairying in New Zealand	Project and Programme management experience
Product development experience	Agribusiness extension experience of delivery solutions to NZ dairy farmers, such as consultancy, dairy farmer sales or service, other non-profit development an extension services.
A proven history of delivering high quality work, on time and within budget	A history of working with farmers to achieve positive change in farm business performance
Proven networking and relationship building skills, working with a range of people with varying needs	Formal development, understanding, or interest of psychology or human behaviour
Experience in group facilitation and working effectively within teams	Relevant tertiary qualification
	Experience in Human Centered Design

Job Specific & Technical Competencies

Category	Descriptor/Evidence
Behaviour Change	Understands the theory and concepts that build capacity and drive change in people. Takes a farmer centric position on developing solutions for pressing sector needs.
Agile Working Skills	Can work with an altering range of people drawing on key competencies, collaboration, creativity and technical learning.
Farm System Driven	Understands the whole farm system philosophy, key discipline areas and their related tensions/synergies.
Adaptable	Adapts behaviour, approach and own capabilities to match the shifting demands of stakeholders, problems and situations
Farmer Centric	Designs solutions with the farmer/end user experience top of mind
Results Driven	Is results-orientated, prioritizing work and identifying in advance when intended results may not be achieved; can develop and implement a plan to address both gaps and opportunities
Quick Thinking	Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge.
Decision Quality	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement.
Technical Writing	Can communicate in a variety of styles to meet requirements. Can distil complex science to facilitate appropriate messages to target audience(s). Critiques others work as part of peer review. Collaborates and consults when needed to ensure accuracy.
Project Management	Uses project management methodology to enable effective delivery to milestones and deadlines. Plans and schedules project work effectively. Identifies and engages stakeholders and collaborates when appropriate. Able to successfully manage multiple stakeholder projects.
Relationship Management	Identifies key stakeholders and activity develops and manages relationships with them. Can utilise relationships to influence. Builds, manages and utilises networks.
Clear Communicator	Articulates ideas and intentions clearly and succinctly. Is honest, tactful and diplomatic in interactions. Writes clearly and succinctly; can get messages across that have the desired effect. Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation. Provides information so others can make accurate decisions; is timely with information.

Career level competencies – Specialist

Competency	Descriptor/Evidence
PROBLEM SOLVING	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
INTELLECTUAL HORSEPOWER	Is bright and intelligent; deals with concepts and complexity comfortably; described as intellectually sharp, capable and agile.
INTERPERSONAL SAVVY	Relates well to all kinds of people – up, down and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
TIMELY DECISION MAKING	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision.