



Whakaaturanga Mahi – Job description

Job details	
Job title:	Refurbishment Centre Manager
Reports to:	National Manager Warehouses and Logistics
Direct reports:	Up to 20
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	National Warehouse and Logistics Managers People Leaders Professional Advisors Operations teams
<i>External:</i>	National third-party logistics partner(s) Suppliers and manufacturers of equipment Accredited/Registered assessors Subcontractors – national equipment service / repairs network
Location:	Hamilton, Palmerston North, Christchurch

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

The Refurbishment Centre Manager is responsible for leading the end-to-end operation of the refurbishment centre, ensuring assistive technology is safely, efficiently, and consistently refurbished and made available to meet service demand. The role provides operational leadership across the receipt, refurbishment, quality assurance, and reissue of equipment, with a strong focus on inventory control, productivity, cost management, and compliance.

Through effective workforce management and operational oversight, the role ensures refurbished products meet required safety, technical, and quality standards, including AS/NZS 3551, while

supporting Enable New Zealand’s commitment to timely, reliable outcomes for disabled people and their whānau.

As an operational leader reporting to the National Manager, Warehouses & Logistics, the role contributes to the broader performance and strategic direction of Enable New Zealand’s warehouse and logistics function. The Refurbishment Centre Manager drives continuous improvement across refurbishment processes, lifts workforce capability, and fosters a strong health and safety and quality assurance culture, while managing refurbishment centre budgets and resources responsibly. The role works collaboratively with internal teams and external partners to manage risks, improve system visibility, and ensure refurbishment operations are aligned with organisational priorities, service requirements, and legislative obligations

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p>Refurbishment Centre Performance</p>	<ul style="list-style-type: none"> • Leadership: Lead and manage the refurbishment centre workforce, including workshop staff, specialists, technicians, and administrators ensuring safe, efficient, and high-quality end-to-end refurbishment operations from receipt through to reissue of assistive technology. • Inventory & Throughput Management: Oversee inventory control systems to manage the intake of faulty or used equipment, optimise refurbishment workflows, and maintain a reliable pipeline of refurbished equipment aligned to service demand. • Quality Assurance & Compliance: Maintain robust quality assurance processes to ensure all refurbished products comply with safety, cleaning, repair, and sanitisation standards, including adherence to AS/NZS 3551 and internal quality management requirements. • Continuous Improvement: Drive process improvement initiatives to increase productivity, reduce turnaround times, minimise waste, and improve system visibility and operational performance across refurbishment activities. • Financial & Cost Management: Manage refurbishment centre operating budgets, including labour, spare parts, and refurbishment revenue, ensuring cost control, value for money, and alignment with financial delegations and targets.
<p>Leadership <i>Contributes to the ongoing management and strategic direction of Enable New Zealand Limited by providing leadership, guidance and</i></p>	<ul style="list-style-type: none"> • Build capability and performance through effective recruitment, training, supervision, and performance management, with strong emphasis on health and safety , compliance, and workforce engagement. • Set clear performance expectations and ensure all direct reports have robust performance and development plans in place, in line with organisational requirements. • Contribute as an active and effective member of the Warehouse and Logistics team, providing constructive input

Key objectives	Responsibilities
<i>support to direct reports, other staff and peers.</i>	<p>into priorities, decision-making, and the overall direction of the function.</p> <ul style="list-style-type: none"> Proactively identify, manage, and escalate risks that extend beyond the immediate function, offering practical mitigation options and solutions.
<p>Health, Safety, and Wellbeing <i>Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i></p>	<ul style="list-style-type: none"> Ensure full compliance with health and safety legislation and organisational policies by identifying and managing risks, enforcing PPE requirements, delivering training, and maintaining site emergency and incident management procedures. Is familiar with all policies and procedures as they affect the work environment. Ensure that safe working Policies and procedures are practised, and no person is endangered through action or inaction. Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. Ensure that all incidents, including near misses, are reported, investigated and resolved within the required timeframe using Enable New Zealand’s incident reporting system. Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.
<p>Relationship Management <i>To support Enable New Zealand staff in the management of key stakeholders to mitigate risks and extract value</i></p>	<ul style="list-style-type: none"> Build and sustain strong, collaborative relationships with Enable New Zealand leaders and key internal and external stakeholders to achieve shared outcomes. Proactively manage and address issues that may impact Enable New Zealand’s reputation, credibility, or stakeholder confidence in relation to services delivered or developed.
<p>Organisation Collaboration</p>	<ul style="list-style-type: none"> Contribute actively to organisation-wide initiatives, working across teams in a responsive and constructive way to achieve shared outcomes. Collaborate effectively with others to progress work, resolve issues, and deliver results. Foster a team environment that encourages collaboration, shared success, and appropriate risk-taking in pursuit of better outcomes. Support the delivery of products and services that are responsive to customer and stakeholder needs through strong collaboration and engagement.
<p>Information and Reporting</p>	<ul style="list-style-type: none"> Ensure all information requirements are met in a timely manner and appropriate data collection systems are in place.
<p>Professional Development</p>	<ul style="list-style-type: none"> Ensure own skills and knowledge are up to date and relevant.

Supporting disabled people and their whānau to live everyday lives in their communities

Key objectives	Responsibilities
	<ul style="list-style-type: none"> Proactively participate in the relevant performance assessment documents and discussions around personal development.
Te Tiriti o Waitangi - Treaty of Waitangi and Equity	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi and its application to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

Essential

- Proven leadership experience in an operational or technical environment, such as warehousing, refurbishment, manufacturing, asset lifecycle management, or service operations, with accountability for people, productivity, and outcomes.
- Demonstrated experience leading within environments that require high levels of safety, quality assurance, and workflow coordination.
- Strong operational management experience, including planning and managing end-to-end processes, balancing demand and capacity, and maintaining throughput while meeting service-level and quality expectations.
- Budget management experience, including budget oversight, cost control, labour planning, and understanding the drivers of productivity, unit cost, and value for money in an operational setting.

Skills and Attributes

- Demonstrated understanding of and commitment to quality and customer service.
- Excellent time management skills.
- Excellent leadership and management skills.
- Ability to organise own workload and work to deadlines.
- Ability to develop relationships and effectively use networks.
- Demonstrated excellent interpersonal and communication skills; being able to relate well with a wide range of people.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.

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