

Position Description

Position Title	Assurance Operations Coordinator - NZGAP
Group	New Zealand Good Agricultural Practice (NZGAP)
Reports to	General Manager - Assurance
Location	Wellington
Date	February 2026

About Horticulture New Zealand (HortNZ)

At Horticulture New Zealand's (HortNZ) we are guided by our aspiration, vision and purpose to advocate for and represent the interests of New Zealand's 4,300 plus commercial fruit and vegetable growers.

Our Aspiration	Our Vision	Our Purpose
Healthy food for all, forever. <i>Oranga kai, oranga tangata, haere ake nei.</i>	To create an enduring environment where growers thrive	Leadership, advocacy and influence for grower success

To find out more information about Horticulture New Zealand see [here](#).

Our values

- Courageous by nature
- Collaborative for impact
- Credible through action

Our sphere of influence

- Nourishing Aotearoa, the Pacific, and the world
- Growing is rewarding
- All growers are responsible growers
- Horticulture is enduring
- Strength through trust and cooperation

Our sphere of control

- Shaping sector strategy

- Proactively influencing policy
- Telling the horticulture story
- Translating sector wide change
- Facilitating grower connections

About NZGAP

NZGAP is a business unit owned by HortNZ. The NZGAP scheme provides certification for the safe and sustainable production of fruit and vegetables in New Zealand. The independently audited NZGAP assurance framework provides a credible and transparent pathway for horticulture businesses to demonstrate that they comply with relevant market and regulatory requirements for food safety, environment and social practice. For further information visit www.nzgap.co.nz

Position Overview:

The Assurance Operations Coordinator delivers the day-to-day assurance and certification operations that underpin NZGAP's programmes. The role administers certification workflows, supports auditor engagement, contributes to the Certification Body (CB) Monitoring Framework, maintains website content, and participates in projects to develop and maintain the Quality Management System (QMS).

The role works under direction from the Assurance Operations Lead and the General Manager - Assurance.

Key Position Accountabilities:

Desired Outcome	Key Accountabilities
<p>Assurance Operations & Certification: NZGAP's certification work can be carried out effectively and efficiently</p>	<ul style="list-style-type: none"> • Administer certification application, assessment, decision and renewal workflows in line with policy and SLAs • Process billing and fee collection; collate and code creditor invoices for payment • Manage dispatch and stock of NZGAP manuals and collateral • Provide first-line support for phone and email enquiries, route complex issues appropriately • Create and send a monthly report to MPI containing relevant information from our database to enable MPI to issue Food Act registrations and registration updates
<p>Auditor Performance & CB Monitoring Framework:</p>	<ul style="list-style-type: none"> • Support implementation of the CB Monitoring Framework by collecting data, updating registers and preparing reports

Support consistent auditor performance in line with contractual requirements	<ul style="list-style-type: none"> • Assist with monitoring auditor performance and following up on agreed actions • Maintain accurate records to support CB performance reviews
Quality Management System (QMS): Fit for purpose procedures and documentation to support effective operations	<ul style="list-style-type: none"> • Contribute to drafting and updating QMS documentation (procedures, forms, templates) • Support internal reviews and follow-up of corrective actions • Maintain document control registers and ensure current versions are available to users
Stakeholder Engagement, Governance & Secretariat Support: High quality relationships are maintained that are beneficial to both HortNZ and to stakeholders	<ul style="list-style-type: none"> • Provide responsive support to certificate holders and stakeholders • Assist with committee scheduling, papers, minutes and action follow-up • Support external audits and scheme recognition activities as required • Create regular market reports for external stakeholders, using relevant database information including updates on social practice status for operators
Digital Systems & Website: NZGAP members have access to high quality and timely information	<ul style="list-style-type: none"> • Update website and digital content as requested, ensuring accuracy and brand alignment • Use Microsoft 365 and database/online forms to support efficient processing and data quality • Log system issues/enhancement requests and support user acceptance testing
Task Management: Efficient and effective operational support is provided	<ul style="list-style-type: none"> • Collaborate closely with the Assurance Operations Lead; proactively communicate workload, risks and improvement ideas • Provide occasional peer support and cover as directed

Horticulture New Zealand Employee Principles:

Personal Effectiveness	<ul style="list-style-type: none"> • Participate actively and positively as a member of the HortNZ team • Conduct themselves with a high level of integrity and ethical excellence • Prioritise demands, meet deadlines and deliver desired results by taking ownership and using effective self and time management approaches • Adapt to changing business needs, conditions and work
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	<ul style="list-style-type: none"> • Request and welcome feedback and use this as an opportunity to improve performance • Demonstrate an ongoing to commitment to learning and self-improvement and maximise opportunities for growth and development • Respect diversity and demonstrate inclusiveness • Adhere to and support all health, safety and security policies, guidelines and initiatives, ensuring all incidents, injuries and near misses are reported
Working with Others	<ul style="list-style-type: none"> • Identify, develop and maintain effective trust-based relationships with internal and external stakeholders • Work effectively with others to achieve objectives and deliver high levels of performance • Seek to resolve disagreements constructively • Share knowledge, information and learning with colleagues
Operational Excellence	<ul style="list-style-type: none"> • Focus on results and desired outcomes and how best to achieve these whilst adhering to HortNZ's procedures, policies, guidelines and standards of integrity and conduct • Make timely, informed decisions that consider facts, goals, constraints, and risks. • Identify opportunities to improve the effectiveness and efficiency of processes, programs and systems.

Key Relationships:

Internal	<ul style="list-style-type: none"> • Assurance Operations Lead • NZGAP team • HortNZ employees • NZGAP Committee
External	<ul style="list-style-type: none"> • NZGAP certificate holders • Certification Bodies and auditors • HortNZ grower members • Contracted service providers • Regulators

Qualifications, Experience, Skills and Attributes:

Qualifications:

Desired	<ul style="list-style-type: none"> • A relevant tertiary qualification in business administration, quality, or related discipline
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Experience:

Essential	<ul style="list-style-type: none"> • Proven success in certification, compliance, operations or administrative role • Working with stakeholders across a range of settings
Desired	<ul style="list-style-type: none"> • Compliance, assurance or certification • Exposure to quality systems or standards • Working in horticulture or primary industries • Documenting and implementing processes and procedures

Skills:

Technical	<ul style="list-style-type: none"> • Financial literacy (ideally Xero); Microsoft 365 (Word, Excel, Teams, SharePoint); database/online forms; basic data analysis and reporting; website / CMS content updates; meeting minutes and actions
Interpersonal	<ul style="list-style-type: none"> • Customer service mindset; clear written and verbal communication; logical thinker with attention to detail; organised and adaptable; builds rapport with stakeholders

Attributes:

Essential	<ul style="list-style-type: none"> • Outcomes focused • Proactive • Action Oriented • Team Player
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