



# POSITION DESCRIPTION

## 1. POSITION DETAILS

Position Title	Pallet Controller
Reports to	Logistics Manager
Division/Department	DairyFoods Manufacturing
Function	Manage the Norco Foods Pallet Accounts (Chep / Loscam / Other) and crate operations
Prepared/Revised on	August 2025

## We Value



### Authenticity

We know the decisions we make today will create a better tomorrow, guiding our actions with a long-term perspective

We genuinely care

We respect our history and commit to contributing to a sustainable future

We act with integrity and honesty

We are true to our word, and deliver on our commitments



### Connection

We foster belonging amongst our people, customers, and communities, building strong and meaningful relationships

We respect, consider, and engage with our stakeholders as we make our decisions

We are a responsible member of our community, and aim to improve people's lives

We recognise the needs and contribution of our stakeholders, and celebrate our mutual success

We create our future through achieving our shared purpose



### Diversity

Our differences empower us to rise to excellence, valuing and leveraging the unique perspectives and backgrounds within our team

We acknowledge that diversity is more than culture and gender

We embrace our differences in experiences and create better outcomes from it

We foster a culture of continuous improvement led by our board knowledge base and different experiences

We acknowledge and respect the backgrounds of all our stakeholders



### Agility

We anticipate, and respond in a decisive and disciplined manner to, an ever-changing environment

We pivot quickly to respond to market changes that secure our position as an industry leader

We drive change for the better and react quickly when required

We seek and seize new opportunities to retain our first mover advantage in a highly competitive environment

We encourage new and creative thinking that drives change for the better

## 2. POSITION PURPOSE.

To manage the Foods pallet accounts (Chep, Loscam, and other platforms) and crate operations primarily for the Labrador site, with responsibilities expanding to Lismore. The role ensures accurate reconciliation, efficient stock management, and compliance while supporting supply chain operations across the business.

## 3. KEY ACCOUNTABILITIES

### DESCRIPTION

#### Key responsibilities

- Manage daily reconciliation of the Foods pallet accounts for the Labrador site, extending to Lismore.
- Control daily crate ordering for the Labrador site to ensure operational and customer supply requirements are met.
- Collect, validate, and process pallet and crate information from multiple departments.
- Identify, investigate, and resolve pallet and crate transaction discrepancies, including internal transfers.
- Organise receipt and de-hire of Chep pallets, maintaining stock at target levels.
- Plan and coordinate site-wide pallet and crate stock takes, liaising with Stores, Production, Engineering, Distribution, and 3PL providers.
- Provide pallet and crate reporting (e.g., KPI, DIFOT) to relevant stakeholders.
- Reconcile Loscam pallet accounts and coordinate storage and de-hire activities.
- Train staff in pallet transfers, exchanges, crate processes, and quality standards.
- Manage pallet and crate supply issues across inbound and outbound flows, engaging with trading partners (including C&WW).
- Provide coverage for the Senior Pallet Controller during periods of annual leave.
- Perform any other reasonable tasks aligned with business values and operational needs.

#### Customer Service

- Liaise with customers and suppliers to resolve pallet and crate transfer errors promptly.
- Reconcile Chep pallet transfers with customers to ensure accuracy of records.
- Collaborate with colleagues across all departments to support business requirements.
- Work with site teams to manage overall crate inventory and supply to meet customer needs.

#### Key Performance Indicators (KPIs)

- Accuracy of pallet and crate reconciliations and reporting.
- Timeliness and effectiveness in resolving discrepancies and supply issues.
- Successful completion of stocktakes with minimal variance.
- Customer satisfaction and minimal unresolved transfer errors.
- Compliance with company pallet and crate management standards.
- Contribution to business efficiency and cost control in pallet and crate management.

### Code of Conduct

- Perform duties, fulfil responsibilities and behave in an ethical manner in accordance with, but not limited to the standards outlined in the Norco Code of Conduct.

## 4. COMMUNICATIONS & WORKING RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Senior Pallet Controller</li> <li>• Supply Chain / Logistics Teams</li> <li>• Production, Distribution, Stores, and Engineering teams</li> <li>• Finance and Reporting functions</li> <li>• Sales and Commercial Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Chep and Loscam representatives</li> <li>• Suppliers and trading partners</li> <li>• Customers requiring pallet and crate reconciliation</li> <li>• 3PL providers</li> </ul>

## 5. QUALIFICATIONS, EXPERIENCE, & SKILLS

### Skills and Attributes:

#### Essential

- Demonstrated experience in stock management, reconciliation, or supply chain operations.
- Strong attention to detail and accuracy in data handling.
- Problem-solving skills with the ability to resolve discrepancies and errors.
- Proficiency in relevant IT systems (e.g., pallet management platforms, ERP systems, Excel).
- Strong communication and interpersonal skills for liaising with customers, suppliers, and internal teams.
- Ability to organise and coordinate stock take activities across multiple departments.

#### Desirable

- Previous experience with Chep and Loscam pallet accounts.
- Knowledge of supply chain and logistics processes in food manufacturing or FMCG industries.
- Training experience to upskill colleagues in pallet and crate management.

## 6. COMPETENCIES

**Safety Focus:** Identifying and improving conditions that affect own and others' safety; upholding safety standards.

**Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture); adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.

**Collaborating:** Working cooperatively with others to help a team or work group achieve its goals.

**Execution** - Ensuring others contribute to organisation strategies by focusing them on the most critical priorities, measuring progress, and ensuring accountability against those metrics.

**Emotional Intelligence Essentials:** Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behaviour; leveraging insights to effectively manage own responses so that one's behaviour matches one's values and delivers intended results.

**Managing Work:** Effectively managing one's time and resources to ensure that work is completed efficiently.

**Decision Making:** Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimises probable consequences.

**Customer Orientation:** Placing a high priority on the internal or external customer's perspective when making decisions and taking action; implementing service practices that meet the customers' and own organisation's needs.

**Building Talent:** Planning and supporting the development of individuals' knowledge, skills, and abilities so that they can fulfill current or future job responsibilities more effectively.

## 7. GOLDEN SAFETY RULES

1. **Watch Out:** Always use designated safety controls.
2. **Look Out:** Always obey traffic management plan.
3. **Be Fit:** Report if you may be unfit for work.
4. **Lift Safe:** Always use safe manual handling techniques.
5. **Follow Procedures:** Always work to standard operation procedures.
6. **Drive Safe:** Follow all road and site rules.

## 8. APPROVALS

**Prepared by:** Robyn Baker-Wright – Head of People and Culture

Signature	Date

## 9. ACCEPTANCE

Incumbent:

Signature	Date