

| ROLE PROFILE | |
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| Job Title: | NPD Project Coordinator |
| Level: | Junior Management |
| Reports To: | New Product Development (NPD) Manager |

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| Context/Scope: | The primary focus of this role will be to work with a project management tool and collaborate with the NPD team to ensure smooth product launches. Fairfield’s vision is to be the most Trusted, Respected and Innovative Dairy in South Africa. |
| Dimensions: | |
| a) Financial | NPD is a key component of Fairfield’s growth and helps to drive Fairfield’s leadership position. Assist with the coordination of projects to ensure successful, on time, launches. |
| b) Market Complexity | <ul style="list-style-type: none"> • A good understanding of the customers’ business and what is important in the business, e.g. quality, price, delivery times, speed to market, dependability. • Knowledge of the organisation and activity of the clients to anticipate their needs. Living the Fairfield vision to be the most trusted, respected and innovative dairy in South Africa. • Being the leading House Brand packer of Dairy in South Africa. Fairfield’s reputation with all their customers is how Fairfield has managed to maintain consistent growth to its Share Holders. This reputation is impacted predominantly in the area of NPD: For e.g. the way the projects are managed, the speed of response, the style of management required, etc. • Multiple projects will be worked on simultaneously. |
| c) Leadership and Functional Responsibilities | <p>Leadership</p> <ul style="list-style-type: none"> • Strong inter-departmental interaction to facilitate the development of new products through the factory from concept to launch. <p>Functional</p> <p>1. Technical Skills</p> <ul style="list-style-type: none"> • Project Management Tools Proficiency: Familiarity with tools like Zoho and Microsoft Project. Ability to create, update, and manage tasks, timelines, and workflows. • Data Entry and Reporting: Ability to input accurate data and generate reports or dashboards summarizing project progress and metrics. <p>2. Organizational and Administrative Skills</p> <ul style="list-style-type: none"> • Task Prioritization: Skill in organizing tasks, setting priorities, and managing deadlines to keep projects on track. • Documentation: Creating and maintaining project documentation, meeting minutes, and progress records. • Scheduling: Coordinating meetings, updates, and deadlines with various team members. • Attention to Detail: Ensuring accuracy in data, task tracking, and documentation. <p>3. Interpersonal and Communication Skills</p> <ul style="list-style-type: none"> • Team Coordination: Strong ability to work with cross-functional teams, providing support and acting as a liaison between employees/Managers and the NPD Manager. |

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| | <ul style="list-style-type: none"> • Prompting and Reminding: Diplomatically following up with team members about deadlines, deliverables, or outstanding tasks. • Clear Communication: Conveying updates, instructions, and expectations clearly and concisely. <p>4. Project Management Awareness</p> <ul style="list-style-type: none"> • Basic Understanding of Product Development: Familiarity with the stages of new product development (ideation, design, prototyping, testing, launch). • Timeline and Milestone Tracking: Awareness of project phases and ability to monitor progress against deadlines. • Risk Management: Identifying potential delays or issues and escalating them to the NPD Manager when needed. <p>5. Problem-Solving and Initiative</p> <ul style="list-style-type: none"> • Proactive Approach: Anticipating potential obstacles and offering solutions. • Adaptability: Ability to pivot quickly if priorities change or new challenges arise and communicate these efficiently. • Resourcefulness: Finding creative ways to overcome challenges, improve efficiency, and support the NPD team. <p>6. Soft Skills</p> <ul style="list-style-type: none"> • Time Management: Efficiently managing your workload while keeping track of multiple tasks. • Confidentiality: Respecting the sensitivity of new product details and company information. • Team Player Attitude: Supporting the NPD Manager and NPD team with a collaborative and positive approach. • Learning Mindset: Willingness to learn new tools, processes, or industry knowledge. |
| Purpose of Role | In conjunction with the NPD team, position Fairfield as the most Innovative Dairy in South Africa |
| Top 3-5 Accountabilities | <ul style="list-style-type: none"> • Administrative support to the NPD team • Support to the NPD in the management and execution of projects through the factory. • Assisting in the management of NPD projects. |
| Qualifications and Experience Required | <ul style="list-style-type: none"> • A Degree is a minimum requirement. Relevant qualifications would include Business Administration, Project Management, Information Technology, or similar. • Possible experience would include project management; product development; research and development. Previous experience in managing projects is required. • Experience in an FMCG environment is advantageous. • Computer literacy: Excel/Word/Power Point and MS Project/Zoho (or similar). |
| Barriers to Success in Role | <ul style="list-style-type: none"> • Inability/poor communication to customers and internal staff. • No urgency or inability to meet deadlines. • Lack of attention to detail |
| Operational Working Conditions | <ul style="list-style-type: none"> • Based at head office in the heart of the beautiful KZN Midlands in the innovation centre. • Travel to customers as required, in support of the NPD team |