

	Chief Operating Officer to be responsible to the CEO for all of the Company's service delivery activities, business support services and professional practices.
Position title:	CHIEF OPERATIONS OFFICER
Reports to:	Chief Executive Officer
Staff reporting:	Manager, Business Services Manager, Service Delivery Practice Leader
Date of preparation:	13 December 2021

Purpose of Position

This position contributes to the success of Ngāpuhi Iwi Social Services ("NISS" or "the company") by being responsible for all of the company's operational activities. The position is primarily inward-looking, to enable the CEO's position to be primarily outward-looking. The position ensures maximum cohesion and performance amongst the company's three main internal groups: service delivery, professional practice and business services.

Main Outcomes of Position

The main outcomes of the position are:

- the company achieves all of its contracted outcomes;
- the service-delivery teams are properly resourced and supported by the company's internal services; and
- the service-delivery teams operate to the highest professional standards.

Accountabilities

The principal accountabilities of the position are as follows:

Accountability	Result
Leadership	<ul style="list-style-type: none"> • the company's operations are clearly driven by its vision and values • feedback from staff shows high levels of satisfaction with the company's purpose and direction

Strategy, planning and reporting	<ul style="list-style-type: none"> the company has a strong framework of strategy formation, strategic planning, monitoring and reporting in place appropriate operational plans are in place and form the basis of day-to-day activities the CEO receives performance information in a timely and meaningful way
General management:	<ul style="list-style-type: none"> the company operates with a comprehensive framework of management systems, practices and procedures
Operational management:	<ul style="list-style-type: none"> the company's day-to-day operations are cohesive, highly integrated and efficient the CEO is kept informed of relevant trends and material changes in the unit's operational environment
Financial management	<ul style="list-style-type: none"> the company has robust and reliable financial management systems robust forecasting and budgeting practices are followed the company operates within the financial parameters established by the board of directors the CEO receives timely and accurate financial information on a 'no surprises' basis
Human resource management	<ul style="list-style-type: none"> the company always has the right number of staff with the right skills the company operates within a comprehensive framework of human resource plans, policies and procedures feedback shows high levels of staff satisfaction
Information management	<ul style="list-style-type: none"> the company has reliable, integrated, user-friendly information systems which produce relevant, accurate information the company has comprehensive, robust, tested and up-to-date back-up systems for all business-critical information systems and data
Risk management	<ul style="list-style-type: none"> appropriate risk management plans, policies and procedures are in place and complied with the company has safe, compliant and up-to-date health and safety protocols and practices the company has a comprehensive and tested emergency response and disaster recovery plan in place at all times

PERSON SPECIFICATION

The competencies, personal attributes and other characteristics of the ideal position-holder are as follows:

(i) Competencies:

- **Big-picture thinking:** thinks strategically, creatively and critically about the company and its operations; ensures that the company's strategic intent is translated into appropriate plans, systems and outcomes.
- **Commitment and achievement:** is committed to making a difference and to achieving the company's goals; has the drive, commitment and self-organisation to succeed in a complex operational role.
- **Interpersonal skills:** demonstrates polished interpersonal skills; listens well and provides good feedback; influences others effectively in a range of different settings, including conflict; a good leader and coach.
- **Relationship management:** promotes the successful performance of the company by building and sustaining high-quality working relationships with staff, stakeholders and suppliers; fosters collaborative rather than confrontational relationships; able to address and resolve difficult issues.
- **Commercial/financial acumen:** demonstrates astuteness in relation to commercial issues and decisions; financially literate; runs the company's operations as if they were his or her own business.
- **Initiative and resourcefulness:** uses initiative and is able to work autonomously; identifies operational issues and works proactively to resolve or minimise them; works creatively and effectively with limited resources.
- **Resilience:** maintains effectiveness in the face of setbacks or pressure, including long hours; remains calm, stable and solutions-focused.

(ii) Personal Attributes:

- personal values aligned to the company's mission
- warm, engaging and other-centred
- performance-orientated and outcomes-driven
- hard-working and focused, even under difficult conditions
- a role model for teamwork and cooperation
- high levels of self-motivation

(iii) Knowledge, Skills and Experience:	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • track record of success leading complex, non-commercial operations • solid general management experience at a senior level • experience in managing publicly-funded contracts/services • deep knowledge of Ngāpuhitanga 	<ul style="list-style-type: none"> • knowledge of or experience in the social services sector • strong practical knowledge of HR practices • high level of IT literacy
(iv) Qualifications:	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • business or professional tertiary qualification in a relevant discipline 	<ul style="list-style-type: none"> • social work qualification