

Job Description

Kaiwhakahaere Chief Operating Officer



Relationships

- Reports to : **Kaihautū** Director
- Supervises and Directs : **Kairuruku Tāngata Pūkenga** People and Capability Co-ordinator
Kaiwhakarite Matua (kirmana, tūtohi) Lead, Contracts & Referrals
Kaiwhakahaere Hapori Rakatahi Youth Transition House and Community Manager
Kairuruku Whare - Kaupapa Rakatahi YTH Coordinators
Kairuruku Whānau Little Citizens Whānau & Practice Coordinator
Kaiwhakatauirā Whakanikoniko Graphic Designer
Kairuruku Hauora Haumarū Health & Safety Coordinator
Kaiako Matua Senior Teachers
All staff in Little Citizens, and Community, Corrections, & Social Services
Project contractors
- Other internal relationships : **Kaiwhakawhanaki Pakihi** Chief Development Officer
Kaitohutohu Māori Chief Advisor Māori
Kaitiaki Pūtea Accountant
Kaiārahi Hakarau Pāroko Chief Data Advisor
Kaiwhakarite Administrator
- External relationships : All existing funders
Existing quality assurance agencies
Other agencies
External Suppliers

Primary Function

To manage the delivery of the Mission's existing services so that they meet or exceed all contractual, quality, occupancy, and profitability requirements.

Key objectives and tasks

1. Operational Performance to Contract

To ensure the Mission's delivery arm meets or exceeds all contracted outcomes in conjunction with the Kaiwhakarite Matua (Lead, Contracts & Referrals) through:

- Establishing and maintaining a clear understanding of all contract requirements;
- Keeping abreast of likely changes to contract expectations so that the Mission is able to adapt quickly;
- Setting targets, including timelines, for contract requirements to be met;
- Ensuring section structures and staffing are adequate to the task;
- Creating and ensuring delivery on marketing activities that enable recruitment or occupancy targets to be achieved or exceeded;

- Monitoring progress against all targets and plans.
- Reviewing and restructuring underperforming services as needed.
- Preparing contract milestone reports for sign off by the Director, by due dates.
- Preparing monthly reports on operational activities for the Director.

2. Staffing

To attract, build, and retain high performing teams capable of delivering on all objectives through:

- Effective leadership of direct reports.
- Ensuring all positions are appropriately and adequately staffed.
- Undertaking and managing the recruitment of all new and replacement staff within the agreed head counts for sections.
- Monitoring the effective induction of new staff.
- Carrying out formal appraisals for all direct reports, including individual plans for ongoing professional development.
- Ensuring that that formal appraisals are carried out for all staff in reporting sections.
- Supporting the development and inclusion of a cultural competency framework across the annual WPR's and appraisals
- Recommending and implementing approved team development plans for the continuous improvement of processes and outputs.
- Handling and resolving any complaints from staff or clients unable to be fixed at source.
- Be available to and seen by front-line section staff on a regular basis.

3. Financial Performance to Budget

To ensure that financial performance with the reporting sections is at or better than budgeted surpluses through:

- Drafting annual plans and budgets to required standards of income and surplus as per the Mission's budget cycle.
- Preparing and submitting proposals for capital expenditure as appropriate.
- Monitoring and overseeing spending within reporting sections to ensure budgets are adhered to.
- Reviewing regularly (at least monthly) financial reports; providing explanations of significant variances, and taking corrective action where required.
- Acting as the "second signature" for all sectional expenditure.
- Authorise all payroll within the reporting sections.
- Reporting to the Director on monthly expenditure against budget and correcting any issues that arise.
- Reviewing and reconfiguring underperforming services as needed.

4. Administration and compliance

To efficiently administer sections activities, and regularly review and analyse the principal risks around the delivery of products and services, and develop plans for their elimination or minimisation by:

- Ensuring compliance with relevant statutory and compliance issues.
- Ensuring Health & Safety requirements are met at all times.

5. Health & Safety

- Oversight the work of the Health & Safety Coordinator, ensuring that the Mission meets or exceeds all relevant H&S standards.
- Assess and analyse H&S reports for opportunities to improve the Mission's Health & Safety practices and performance.

6. Membership of the Management Team

- Participate in and contribute to Management Team meetings, discussions, and workshops.
- Provide advice to the Kaihautū (Director) on the implementation of the Mission's strategic plan.
- Provide advice to the Kaihautū (Director) on responding to Board initiatives and requests.
- Provide advice to the Kaihautū (Director) on activities, initiatives, and opportunities that have implications for the Mission's future.
- Build and maintain appropriate external relationships in the nature of the role's other delegations with current and potential suppliers, investors, and collaborators.

7. General

- Undertaking personal performance appraisal and supervision processes as directed by the Director.
- Continuing personal professional development.
- Ensuring confidentiality of all record keeping.
- Carrying out any other duties as requested by the Director, including deputising for her when required.
- Abide by The Methodist Mission policies and procedures at all times.
- Provide advice to the Director on any issues of concern
- Meet with the Director regularly for the purpose of monitoring workflow and workload
- Be a leading role model in the organisation's transition in becoming a bicultural organisation

8. Person Specification

- A track record in maintaining businesses or NGO / NFP organisations on limited resources.
- Strong management skills (planning, leading, organising, controlling) backed by management level experience.
- Solid understanding of official processes and systems as they relate to the education and social services areas.
- Good sense of danger and risk (whilst not biased towards risk aversion).
- Excellent verbal and written communication skills; able to articulate ideas concisely using language appropriate for the circumstances.
- Supportive and approachable to staff; able to inspire and stretch thinking and performance.
- Undergraduate degree either in Education, Management, or a related discipline required.
- High confidence in both MS Word and Excel required. Ability to touch type an advantage.
- Strongly collaborative in working style, yet with high levels of personal initiative
- Strong process management skills
- An understanding of Te Tiriti o Waitangi and its application across the work of the Methodist Mission Southern
- A basic understanding of Te Reo Māori, and tikaka with a willingness to develop these skills further
- Demonstrates commitment to working for a bicultural organisation
- Dedication to the aims and underlying ethos of The Methodist Mission.
- Minimum of five years education or social service sector experience.

8. Authorisation of Job Description

Director:



Date: **May 2022**