

Position:	Operations Manager, Parent to Parent NZ
Reports to:	CE – Parent to Parent NZ
Parameters of Role:	<p>Full Time (37.5 hours a week) paid position Main Location – 71 London Street, Hamilton Time – Flexible between 6.00am and 6pm Monday to Friday Required to attend national office staff training and to undertake training to further their own professional development as agreed in her/his Performance Appraisal</p>
Staff Reporting to Position:	<ul style="list-style-type: none"> • Accountability Coordinator • Creative Team Lead • Training Coordinator • Funding Lead • Financial Administrator
Primary Objective of Position:	<p>The Operations Manager is responsible for the management of Funding, Finance, Administration, Human Resources, Creative Team/Comms , Property, Privacy, IT, Quality and Risk Management and Health & Safety.</p> <p>The Business Operations Manager functions at a high level as part of the Management Team at Parent to Parent NZ.</p>
Functional Relationships:	<ul style="list-style-type: none"> • Board • CE • Support & Information Team • National Office staff • Regional Coordinators • External Accountant • Expert Advisors (incl. HR) • Community Groups • External Service Providers
Key Outcomes of Position:	<p>Services provided are within the framework of the Parent to Parent New Zealand Mission and Values, the Enabling Good Lives Vision and Principles, United Nations Convention on the Rights of Disabled Persons and supports the outcomes of the Strategic Plan</p> <p>Service delivery:</p> <ul style="list-style-type: none"> • Ensuring services delivered meet needs of consumers. • Capturing and measuring positive impact of services. • Ensuring that contractual requirements are delivered. <p>Financial performance:</p> <ul style="list-style-type: none"> • Management of external accountants. • Overseeing the preparation and monitoring of operating budgets, capital budgets and financial forecasts Management of payroll and leave processes. Regular reporting on the financial well-being of the organisation is provided • Active member of the Finance and Property Committee

	<ul style="list-style-type: none"> • Timely and accurate financial management reports to the Board and Management Team ensuring compliance with all relevant statutes will be provided <p>Funding</p> <ul style="list-style-type: none"> • Develop and maintain funding processes that accurately plan, record and track funding applications, grants and reports. • Management and expert guidance of Funding Lead. <p>Training</p> <ul style="list-style-type: none"> • Develop and monitor annual training plan. • Manage Training Coordinator. <p>Systems and Processes:</p> <ul style="list-style-type: none"> • Robust financial systems and administration processes that support Parent to Parent's service delivery will be maintained • Internal policies and procedures will be developed, implemented and managed. <p>Human Resources will be managed including:</p> <ul style="list-style-type: none"> • employment contracts, recruitment processes, induction and orientation of staff, training and employee development, performance appraisal systems. <p>Health and Safety policies and procedures are managed.</p> <p>Property and Insurance requirements are managed.</p> <p>IT : Manage P2P IT requirements.</p> <p>Strategy and Planning:</p> <ul style="list-style-type: none"> • Engagement with development of strategy. • Development and monitoring of operational plans. • Quality system for all aspects of service delivery is developed and managed • Risk management plan is monitored, implemented and updated. • Board reporting.
<p>Specific Tasks and Duties:</p>	<ul style="list-style-type: none"> • Privacy Officer • Employment contracts • Recruitment processes • Induction and orientation of new staff • Training and employee development oversight • Performance appraisal systems • Budget development and monitoring • Payroll, leave management • Manage and Support the Support and Information Team: Workflow, staffing levels, staff performance, timeframes. • Administration systems and staff

	<ul style="list-style-type: none"> • Monthly reporting on SLA • Board reporting • Relationship management • Implement the Quality Plan • Ensure Health and Safety Policies are up to date and followed • Manage all leases, insurances and property maintenance • Ensure the maintenance of the National Match Register • Organise database training and support to staff • Ensure the maintenance of the National Office database • Undertaking additional services and or projects that may arise from time to time
<p>Specific Authorities:</p>	<p>Manages expenditure within budget Approval of expenditure within delegation Leave Timesheets Recruiting Assessing (direct-reporting staff) Training Staff Management</p>
<p>General:</p>	<p>KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED</p> <ul style="list-style-type: none"> • Relevant tertiary degree • Experience in Finance management • Management experience • Leadership skills • Extensive experience in the Health &/or Disability sector • Strong business acumen and operational planning • Excellent relationship management skills • Highly developed organisation and time management skills • Able to build highly effective and cohesive teams with the right mix of skills • Strong motivational and empowerment skills • Strong communication skills • High level of integrity • Excellent written and oral communication skills • Excellent interpersonal skills • Flexible and adaptable • Advanced IT/ computer skills • Experience in working with community organisations

