

# Te Rūnanga O Ngāti Apa



## Position Description

<b>POSITION TITLE:</b>	Operations Manager
<b>STATUS</b>	Full time, Permanent
<b>REPORTS TO:</b>	Group CEO

### PURPOSE OF THE ROLE

The purpose of this role is to provide a high standard of management to the operations of the Ngāti Apa Group, working across multiple areas to ensure coordination, compliance with policy and efficient operations. Three primary areas of focus are the administration arm of the Rūnanga, the health and social services of Te Kōtuku Hauora Ltd and support to the Group CEO, other managers and leadership teams and committees within the Ngāti Apa Group.

Te Rūnanga o Ngāti Apa aspires to be high performance, super-efficient and kaupapa driven. The Kaupapa of the Rūnanga is defined within the Rakau Matua, which is central to the Ngā Wairiki / Ngāti Apa strategic framework. Paiaka Matua are the principles and values that support the Rakau Matua, and a broader purpose for this role is to add value to processes which value, uphold and realise these principles and values. The key components of Paiaka Matua are:

- Rangatiratanga
- Manaakitanga
- Kaitiakitanga
- Te Reo me ona Tikanga
- Whakapapa
- Ūkaipōtanga
- Wairuatanga
- Whanaungatanga
- Kotahitanga

This Kaupapa approach means that this role is required to horizontally integrate, so that this role is not solely focused on one area or another, but has linkages and contributes actively to all other areas of activity within the Rūnanga and amongst our Iwi and hapū.

## DELEGATED AUTHORITY

The Operations Manager is delegated with authority to authorise budgeted operational expenditure under the current contract with the Ministry of Education, under a sub-delegation from the Group CEO.

## KEY RESULT AREAS

The Operations Manager has responsibilities in the following result areas:

- Key Result Area 1: Office Management
- Key Result Area 2: Contract Management
- Key Result Area 3: Human Resource Management
- Key Result Area 4: Project Management
- Key Result Area 5: Funding
- Key Result Area 6: Planning
- Key Result Area 7: Policy
- Key Result Area 8: Governance Support

Key Result Area	Key Tasks	Key Performance Indicators
<b>1. Office Management</b>	<p>Ensure that Ngāti Apa Group Offices in Te Ara Taumaihi (Bulls) and Te Ara o Apa (Marton) and any other locations are well managed, office systems are up to the necessary standard in terms of efficiency, offices are clean and good office hours are maintained.</p>	<p>Reasonable office hours are maintained.</p> <p>Office systems are of a high standard.</p> <p>Offices are well maintained and tidy.</p>
<b>2. Contract Management</b>	<p>Manage the portfolio of external contracts to ensure contract compliance. This explicitly includes all Te Kotuku Hauora Contracts in addition to all other contracts held by the Rūnanga and other members of the Ngāti Apa Group.</p> <p>Maintain strong relationships with contract managers in external organisations that have a relationship with the Ngāti Apa Group.</p> <p>Attend relevant seminars and networking events that allow these relationships to be strengthened and maintained.</p>	<p>100% contract compliance in terms of deliverables, reporting and invoicing / payments.</p> <p>Evidence of strong relationships with Contract Managers in external organisations.</p>
<b>3. Human Resource Management</b>	<p>Manage the Finance Manager, Office Administrator, the Te Kōtuku Hauora team, and any other future staff who may be employed and/or required to report to the Operations Manager.</p>	<p>Human Resource Management is performed in accordance with the Human Resources policy.</p>
<b>4. Project Management</b>	<p>Work closely with the Group CEO and management team to lead the development of formal projects plans. When projects are implemented, perform the technical project management role.</p>	<p>Projects are well planned with realistic and measurable milestones and budgets, following established project planning disciplines.</p>

<b>5. Funding</b>	Generally assist the Group CEO with funding proposals linked to operations under the Operations Manager's control.	Evidence of funding applications going forward.  After 1 July 2014, a 50% success rate measured across the financial year.
<b>6. Planning</b>	Work with the Group CEO to complete five year and annual planning.	Group CEO is satisfied with the support and contributions made by the Operations Manager to the annual and five years planning processes.
<b>7. Policy</b>	Review and write operating policies and procedures to improve accountability and efficiency in all areas of operational management for which the Operations Manager is responsible.	Evidence of review and tightening of policy to ensure better accountability and efficiency gains across the organisation.
<b>8. Governance Support</b>	Work flexibly with the Group CEO to assist with the preparation of Board papers, the organisation of Board meetings and subcommittee meetings, and all other aspects linked to supporting good governance.	Board meetings and Subcommittee meetings are very well organised and supported, and the Group CEO is satisfied with the contribution that the Operations Manager is making to the governance systems of the Ngāti Apa Group.

## FUNCTIONAL RELATIONSHIPS

### Key Contacts (Internal):

- Group CEO
- Rūnanga Trustees
- Ngāti Apa Group Managers (Colleagues)
- Direct Reports
- Ngā Wairiki – Ngāti Apa Whānau, Hapū and Iwi

### Key Contacts (External):

- All external fund holders
- External contractors
- External contract managers

IDEAL PERSON PROFILE	
QUALIFICATIONS, SKILLS AND EXPERIENCE	
<b>Essential</b>	<ul style="list-style-type: none"><li>• Proven experience in administrative and operational management</li><li>• A qualification in project management or equivalent experience</li><li>• Contract management experience.</li><li>• Human resource management (employment) experience.</li><li>• Valid drivers licence</li><li>• Problem solving ability, able to demonstrate a level of practical awareness and problem solving to achieve efficiencies in an office environment.</li><li>• Proven experience with up to date office and communication technology.</li><li>• Proven ability to write operational policy and plans.</li><li>• Knowledge of Tikanga and developing knowledge of Te Reo</li><li>• An awareness of and commitment to Ngā Wairiki – Ngāti Apa whānau and hapū.</li></ul>

### PHYSICAL ATTRIBUTES

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Te Runanga o Ngati Apa will make all reasonable efforts to provide a safe and healthy work place for all, including persons with a disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by contacting the Chairperson of Te Runanga o Ngati Apa.

- Hearing and speech sufficient to communicate with clients and co-workers enabling direct and telephone communication and hear emergency alarm.
- Manual dexterity sufficient to file and retrieve records, operate computer and use clerical items such as a pen and scissors.
- Ability to stand, walk, sit, stretch, twist, bend, climb, frequently lift/move weights up to 15 kilograms and infrequently lift/ move weights over 15 kilograms.
- Ability to mover about the Te Runanga o Ngati Apa offices to undertake the necessary duties of the role.
- Ability to undertake repetitive activity throughout the day, including filing and retrieval of records at low and high levels, as well as some computer data entry.
- Visual; to read accurately, write/record, use computer, enabling accurate performance of essential job duties.

### BEHAVIOURAL COMPETENCIES

Te Runanga o Ngati Apa has a competency Framework that describes the behavioural competency levels required for each role within the organisation. One = high level of competency required to perform this role. Five = low level of competency required.

Competency	Description	Level Required
Communication	Communication conveys an understanding of the context of the situation/circumstances. Presents information clearly and succinctly in a language and style appropriate to the audience.	One
Strategic Thinking	Thinks a wide range of possibilities for future developments. Takes a long-term view and tries to anticipate potential factors/issues that may impact in the role.	One
Leadership	Sets a good example by providing a clear sense of purpose. Actively seeks to improve other skills and talents through coaching, training opportunities and feedback. Uses strategies to promote team morale, quality service etc, e.g. team projects, multi-skilling.	One

Time Management	Is able to set goals and realistic time frames to meet these goals. Understands the significance of their time management skills from an organisational perspective	Two
Conflict Resolution	Discusses conflict openly and honestly with affected parties. Acknowledges alternative viewpoints. Weighs up importance of resolution for a long-term strategic perspective rather than on a short-term operational basis.	One
Cultural Awareness	Awareness of whakapapa and identity, and how this relates to a role in an Iwi organisation that is Ngā Wairiki and Ngāti Apa, and aspires to operational excellence.	One