



## Job Description

Job Title:	<b>Senior Manager Risk and Compliance</b>
Reports to:	GM Corporate Services
Division:	Corporate Services – Ratonga
Department:	Corporate Services – Ratonga
Total Reports:	2
Location:	HomeGround – 140 Hobson Street, Auckland (1010)

### Te Tāpui Atawhai - Auckland City Mission

#### Ko wai mātou Who we are

**Te Tāpui Atawhai Auckland City Mission** supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all people and their families. Since our doors opened more than 104 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive workplace where staff feel valued and respected. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

### Ratonga - Corporate Services

**The Corporate Services team** ensures the Mission's back office functions-- including IT, Property, Facilities, Risk, Legal, Compliance, Health & Safety and Business Services-- deliver best value support services to keep kaimahi and whānau safe and to enable the Mission deliver to Aucklanders experiencing need.

### Te Kaupapa o Te Tūranga - Position Purpose

**The Senior Manager Risk and Compliance** is responsible for providing technical expertise to the Senior Managers of the Mission around operational risk, Health and Safety, Business Continuity and Policies. This includes proactively identifying areas of risk and corresponding mitigations, supporting policy development and reviews, managing compliance obligations, leading the Health and Safety team, and promoting a risk and safety-aware culture throughout the organisation. In addition, this role trains, coordinates and supports our 24/7 Lead Controller process to manage our response to emergencies, including running biannual emergency simulations.

This is a centralized role using influence and informal power to work across the Mission to influence senior leaders, operational managers, and frontline staff to work in a safe environment.

### Ngā Kawenga Matua - Key Responsibilities

#### Risk Management

- Manage, maintain and monitor the organisation's risk registers and support localised or organization wide risk assessments.
- Work with managers to identify, evaluate, and mitigate operational, reputational, and strategic risks.
- Facilitate risk workshops and risk reporting with senior leaders and the Board.
- Monitor emerging risks and industry trends, including those related to IT/cyber security, privacy, health and safety, and climate resilience.
- Develop user-friendly tools and templates to support teams with risk identification and control monitoring.
- Oversee Flip View platform including the onboarding and training of new users.
- Facilitate the development and review of risk appetite statements, risk policies, and frameworks.

#### Health and Safety

- Lead the organisation's Health and Safety function.
- Develop and lead the implementation of enterprise-level H&S strategies and frameworks (e.g. Safe 365) that uphold compliance and organisational goals.
- Advise and influence senior leaders and the Board on compliance with H&S legislation.
- Provide leadership on hazardous substances, contractor management, emergency planning, and high-risk work.
- Facilitate forums for integrating H&S into decision-making.
- Oversee improvement initiatives and compliance with legal requirements.
- Manage external relationships such as WorkSafe and ACC
- Ensure all staff are trained in H&S and CPI as these are mitigating policies and practices to support the work we undertake.
- Support H&S performance through audits and application of ISO standards to ensure mitigations are being adopted and routinely applied.
- Oversee incident investigations, and ensure follow-up via use of the Incident Reporting framework and data analysis to identify risks or trends that require intervention.

<ul style="list-style-type: none"> <li>Implement wellbeing strategies, support trauma-informed leadership, and develop business continuity frameworks that protect staff and operations.</li> </ul>
<b>Compliance (including Policies)</b>
<ul style="list-style-type: none"> <li>Track and manage compliance with relevant laws, regulations, contractual obligations, and internal policies. Liaise with lawyers as required to ensure significant funding contracts and leases are compliant and minimise the Mission's risk exposure.</li> <li>Support the development and regular review of policies and procedures, while applying a Critical Tiriti Analysis lens, including chairing the Mission's Policy Review Committee.</li> <li>Manage the internal policy library and document control processes.</li> <li>Ensure GMs are aware of their responsibilities with respect to policies and reviews are undertaken in a timely manner.</li> <li>Monitor trends in incidents and use data to inform risk mitigation strategies.</li> <li>Manage and test the organisation's business continuity and emergency response plans, including the oversight and responsibility for any related documentation.</li> <li>Oversee the Lead Controller training, documentation and roster to ensure serious incidents at the Mission are appropriately managed, both during and outside of operating hours.</li> <li>Promote a culture of continuous improvement and encourage learning from both success and failure.</li> </ul>
<b>Governance and Reporting</b>
<ul style="list-style-type: none"> <li>Prepare or oversee the preparation of regular reports and dashboards for senior leaders, the Board, and Audit and Risk Committee.</li> <li>Contribute to strategic planning by providing insights into risk exposure and compliance trends.</li> <li>Support governance reviews and annual compliance planning processes.</li> </ul>
<b>Tikanga - Culture and relationships</b>
<ul style="list-style-type: none"> <li>Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.</li> <li>Demonstrate Cultural Safety principles when engaging all staff: Reflective Practice, Minimise Power Imbalance, Awareness of Colonisation, Appropriate Communication.</li> <li>Demonstrate empathy and understanding of issues including colonisation in NZ, trauma, mental health, addiction, poverty and homelessness.</li> <li>Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels.</li> </ul>
<b>Other</b>
<ul style="list-style-type: none"> <li>Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity.</li> <li>Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all.</li> </ul>

- Comply with any other reasonable request from your manager or team leader.

<b>Ngā Whēako – Ngā Tohu Mātauranga</b> <b>Qualifications, Experience, Knowledge and Skill Requirements</b>	
<p>The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.</p> <p>If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.</p>	
Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
<ul style="list-style-type: none"> <li>• Commitment to actively uphold Te Tāpui Atawhai - Auckland City Mission Te Tiriti o Waitangi policy and strategy.</li> <li>• Proven experience applying te Tiriti o Waitangi into organisational practice.</li> <li>• Empathy and understanding of issues including impacts of colonisation on Māori, trauma, mental health, addiction, poverty, food insecurity and homelessness.</li> <li>• Values aligned to the Te Tāpui Atawhai Auckland City Mission brand and culture.</li> <li>• Ability to work successfully within a NGO environment.</li> <li>• A relevant tertiary qualification and/or equivalent experience.</li> <li>• Willingness to advocate for improved social conditions and a fair sharing of community resources.</li> <li>• Excellent administrative and organisational skills.</li> <li>• Excellent written communication skills.</li> <li>• Ability to collaborate and work as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• At least 2–4 years' experience in a risk, compliance, internal audit, or regulatory advisory role.</li> <li>• 3-5 Experience as a H&amp;S practitioner.</li> <li>• Experience leading a team.</li> <li>• Understanding of the New Zealand legal and regulatory environment, particularly as it relates to H&amp;S, not-for-profits and charities.</li> <li>• Ability to gain and maintain the confidence of the CEO, Directors and the Board.</li> <li>• Excellent analytical and critical thinking skills with the ability to identify risks, evaluate impacts, and propose practical solutions.</li> <li>• Clear and confident communication skills, with the ability to engage a diverse audience from board level to frontline kaimahi.</li> <li>• Strong organisational and time-management skills, including the ability to manage competing deadlines.</li> <li>• Experience in the community, health, or social services sector.</li> <li>• Familiarity with quality and assurance frameworks.</li> <li>• Experience working within the ISO 31000 framework and any other related standards.</li> </ul>

Haere Mai - Why join us?
<p><b>Cultural Respect:</b> Be part of an organisation that values and integrates te ao Māori into its core values and operations.</p>

**Career Growth:** Access to professional development and internal career progression opportunities.

**Supportive Environment:** Engage with a diverse network of colleagues and participate in culturally enriching events and activities.

**Tō Mātou Kaupapa Our Mission:** We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

**Tō Mātou Kitea Our Vision:** A Tāmaki Makaurau where everyone can thrive.

#### **OUR IMPACT STATEMENTS**

- Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau.
- Everyone has access to enough good kai to sustain themselves and their whānau needs.
- Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.