



POSITION DESCRIPTION

Position	Mātaiawa (General Manager) - Corporate
Reporting to:	Mātaiwhetū (Chief Executive Officer)
Service:	Te Taituarā (Corporate Services Business Unit)
Position Purpose:	<p>The Mātaiawa plays a key role in supporting the Mātaiwhetū and the Board of Trustees.</p> <p>The Mātaiawa Corporate role purpose is to provide thought leadership and oversight of the business operations for Te Oranganui to achieve growth and strategic goals. This role will oversee Corporate Services including Finance, Human Resources (including Payroll and Health and Safety), Communications, Quality Management and Improvements, Information Technology, Data Systems Management, and Property Maintenance.</p>
No. of Kaimahi:	<p>Direct reports: 1-2 Kaihautū</p> <p>Indirect reports: Approximately 17 Kaimahi at this time.</p> <ul style="list-style-type: none"> • Finance • Human Resources including H&S and Payroll • Quality Management • Data • Support Services including Admin/Reception <p>Contractor/External relationship management:</p> <ul style="list-style-type: none"> • IT/Technology • Kaitiaki/Security & Cleaning/Property Maintenance • Systems or support providers • Technical business experts • Contracts: Ministries, NGOs, Iwi/Maori providers, individual specialists • Communications
Delegated Authorities:	<p>As per:</p> <p>1 - Delegation of Authority Policy (FR 08)</p> <p>2 – Contractors Policy (FR 05)</p> <p>2nd in Charge to CEO when delegated</p>



Accepted by:	Employee Signature:	Date:
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Our Vision	Korowaitia te puna waiora, hei oranga motuhake mō te iwi
Our Mission	Investing in transformational wellbeing where whānau are at the centre of everything we do.
Our Values	
<i>Kotahitanga</i>	<p>Kei te Kotahitanga o ngā kūmete nō uta, nō tai te orange o te iwi We are working for a common cause to effect positive change for the whānau we serve. We are collaborating with marae, hapū and iwi to build smarter capability and capacity for the collective. We are innovators of change, building a movement for transformation.</p>
<i>Whanaungatanga</i>	<p>Nō te whānau, mō te whānau We acknowledge whānau are the experts in their own lives. We care what whānau have to say about our services. We listen. We act. We learn.</p>
<i>Pono</i>	<p>Kia mau, kia ū ki ngā kete mātauranga nō ngā tupuna Our delivery and commitment to whānau, each other, and out partners is underpinned by Mātauranga and Kaupapa-Māori. We are well informed and value the knowledge we hold.</p>
<i>Tika</i>	<p>Whaia te ara tika ahakoā te aha Whānau ability to attain wellbeing is a fundamental right. We believe in a just fair system and so, we will always do the right thing, even when it's not the easiest thing. We are honest and transparent. We honour our word.</p>



KEY ACCOUNTABILITIES – EXECUTIVE LEADERSHIP TEAM

Strategic Contribution

- Provide strategic support to the Mātaiwhetū in the management and operations of Te Oranganui, being listeners, observers and advisors
- Take a long-term view of Te Oranganui and how it can deliver to its vision and mission
- Be part of a team driving the organisation through its maturity stages and required development, as articulated in the strategy
- Understand and be involved in the wider sector to:
 - be aware and drive the understanding of changes within the sector and how they could impact the organisation
 - to influence the organisation in line with the strategic plan, by making recommendations on direction and decisions
 - to determine what contracts the organisation will engage in or withdraw from
- Utilise an integrated whānau voice, from all organisational touchpoints, to influence decision-making
- Analyse policy, contractual performance, as well as data and insights, to make recommendations for improvement, with a focus on organisation-wide and whānau outcomes
- Contribute to and inform the content for development of strategy, and the writing of policy and papers
- Foster leadership, within the context of strengthening relationships with Iwi, to build the qualities of future leaders
- Hold a conviction and a commitment to the Strategic Leadership of Te Oranganui, its leadership team and related priorities, even with vying operational responsibilities

Stakeholder and Relationship Management

- Operate as a critical Te Oranganui representative on local, regional, national and international groups and networks, as relevant for role
- Build key relationships, and be a role model of the Kaupapa, demonstrating value of being connected across a wide range of stakeholders and activities. Including but not limited to:
 - The Iwi we are funded to service
 - The hapū/whānau that make up the demographics supported by our organisation
 - Empowering the leadership of IMPB and localities, through reciprocal feedforward of whānau voice and insights into system design and investment decisions
 - Working alongside other leaders and service providers in the health sector
 - Taiao and environmental organisations and activities
 - Other communities, and complementary partnerships, where we can share resources e.g. office space
- Demonstrate a diversity of engagement skills, being able to communicate both at the strategic level, and responding to the communication needs of whānau
- Support the Mātaiwhetū to be an advisor to the Board

Contract Management

- Own, plan and drive contract negotiations, in a proactive and cohesive manner
- Manage cohesion and collaboration across contracts/services for the good of whānau/clients
- Functional budget adherence



- Working closely with other Mātaiawa to ensure high quality contracts are agreed to that align with the Te Oranganui purpose and strategic objectives and that can be delivered to a high standard and are commercially sound

Organisational Leadership

- Develop a positive culture within the team that consistently reflects Te Oranganui values and Kaupapa
- Create a workplace which enables employees to realise their potential, deliver outstanding performance and be committed to achieving the organisation's strategic objectives
- Create a high-performance culture consistent with the Te Oranganui Kaupapa by determining individual accountabilities and performance requirements for direct reports
- Create a culture of engagement where kaimahi feel that their opinions matter
- Create an environment where organisational learning and change are an accepted way of doing things
- Promote pro-equity practices through collaboration with partners in the community to develop equitable services and programmes to create an inclusive and culturally safe environment for whānau
- Operate as a cohesive Executive Leadership and wider Senior Management team
- Support the Corporate and Innovation functions to be successful, through provision of context, timely data and insights, constructive feedback, and implementing agreed business plans
- Contribute to workforce and all strategic human resource planning
- Participate and contribute to the development and operationalising of effective IT systems across the organisation (including a focus on enabling data sovereignty).



KEY ACCOUNTABILITIES – ROLE SPECIFIC

Corporate Services Management

Hāpai Tikanga

Take leadership responsibility to increase the understanding and practice of Tikanga in the organisation.

Finance

Own Financial Management planning and execution

- Ensure the preparation of financial forecasts & reforecasts assist the organisation to manage its financial obligations within accepted financial ratios
- Ensure the appropriate management of the annual budgeting process including effective planning, guidelines and assumptions to ensure future initiatives are well planned for and set in advance
- Ensure all financial and relevant business-related legislative compliances are met
- Ensure timely and accurate preparation of consolidated monthly and annual financial statements and reports in accordance with GAAP and NZ IPSAS
- Ensure optimal cash-flow management and banking functions
- Ensure the processing of all contract and other income and payments
- Ensure appropriate governance and frameworks are in place for all procurement activities
- Oversee the continuous streamlining and enhancement of financial management and reporting processes

ICT/Technology

Own ICT (Technology) Services Planning and Delivery

- Ensure the development of the ICT Roadmap into an implementation and maintenance programme
- Ensure the creation of policies around technology infrastructure
- Ensure the development of appropriate tools and learning to assist kaimahi to effectively utilise technology

Communications

Own the planning and delivery of both internal and external Communications

- Establish an internal communications strategy in conjunction with ELT and SMT
- Ensure organisational initiatives and projects are successfully communicated to employees and stakeholders
- Ensure internal communications messages are consistent across all mediums and for different departments of the organisation and are consistent with external communication messages
- Handle the internal communication response to crisis situations which affect organisational perception and reputation
- Collaborate with other teams to identify the public voice of the brand, and PR releases
- Consult with executive management to develop effective communication procedures and policies for various situations or crises

Quality & Risk Management

Manage the Organisation's Quality & Improvements framework

- Develop risk management strategies and processes



- Ensure there is adequate quality and risk planning (see manuals and guidelines)
- Provide support to quality and other necessary audits
- Review and develop effective and robust policies and control procedures
- Ensure CEO and ELT is fully aware of any possible risks
- Have in place a contingency plan in the event of an unexpected financial/risk incident
- Lead Emergency Management and Business Continuity

Data Management and Business Analysis /Contract Management Governance

- Own the integrity of data management, and support all business analysis frameworks
- Create and maintain Data Systems and Frameworks - systems to compile and format data, ensuring data privacy safety and security
- Analyse financial results, including corrective actions to address adverse performance
- Develop appropriate tools, assumptions and risk analysis to assist Managers to monitor their budgets in real time and keep them within budget
- Provide timely and robust financial analysis to Managers to assist their understanding and management of their fiscal responsibility
- Review infrastructure resources, including motor vehicle fleet and property portfolio, and assist in developing strategies to maximise return on assets and/or divestment options
- Create resources to support the contract tendering process
- Working closely with Managers to ensure high quality contracts are agreed to that align with Te Oranganui's purpose and strategic objectives and that can be delivered to a high standard and are commercial sound
- Provide advice and analysis on key initiatives, developments and other challenges presented to the organisation

Service Provider & Facilities Management

- Oversee the effective management of all Te Oranganui facilities ensuring that they are safe, well maintained and meet the organisation's needs
- Manage the procurement process of external service providers of scoping the best contracts/leases by obtaining quotes and negotiation before making a recommendation to the CEO
- Maintain a positive relationship with contractors and lessors to ensure continuation of good service
- Keep abreast of contract renewal and expiry dates for services and resourcing
- Manage provision of services - maintenance, cleaning, hygiene, security

Strategic Human Resources Management

- Own the HR Strategy and Business Planning
- Develop initiatives that reinforce a positive culture within the organisation, and consistently reflect Te Oranganui's values and Kaupapa
- Uphold and promote organisational health and safety policies and procedures at all times ensuring consistent implementation and understanding across the organisation
- Proactively manage health & safety, so that risks and hazards are identified and corrective action taken



- Provide governance reports on health and safety
- Have oversight of Emergency Management and Business Continuity on behalf of the organisation and ensure this is actively updated and communicated to kaimahi
- Support Managers to develop training programmes to ensure that any new developments or services are adequately understood and kaimahi are supported in the implementation of new activities
- Support Managers to recruit and appoint kaimahi, through tools, procedures and advice
- Support managers to deal with disciplinary matters and grievances, through tools, procedures and advice
- Support Managers to ensure all kaimahi have performance management plans in place and ensure performance is appraised annually
- Support Managers on the retention and engagement of kaimahi, and the overall management of employee wellbeing
- Provide monitoring and oversight of payroll
- Monitor the vetting, child protection and worker safety process, credentialing system, and other professional registration verification

Champion Continuous Improvement and Best Business Practice

- Be responsible for Corporate function improvement, for services delivered to the organisation e.g. process effectiveness
- Be “Backroom” advice or guidance for external parties (e.g. Contract holder for Te Ranga Tupua)



PERSON SPECIFICATIONS

Qualifications:

- Relevant Accounting or Finance tertiary qualification (NZQA Level 7 or higher) and/or equivalent experience
- Membership of the Chartered Accountants Australia & New Zealand (or equivalent) or on track to completing studies is advantageous

Knowledge/Experience:

- Demonstrated experience leading typical corporate service functions such as Human Resources, Marketing & Communications and Administration
- A minimum of 5 years in a similar senior leadership role, ideally from within a primary health setting
- Experience in financial and project management
- Considerable experience leading the development of complex and innovative organisational corporate service solutions
- Wide knowledge of various ministries that are connected to the work of Te Oranganui
- Proven success in a strategic planning environment
- Experience working within a complex, growing organisational context
- Knowledge of complex health needs and social issues facing Māori in Whanganui, particularly related to Service / Programme
- Understanding of Te Reo Māori practices, tikanga and the significance of and obligations under Te Tiriti o Waitangi
- Understanding of social determinants of health as they affect Māori

Competencies:

- *Act as a Te Oranganui Ambassador:*
Role models and leads the upholding of the organisation's values.
- *Strategic and Critical Thinking:*
Contributes to the development and implementation of vision and direction.
- *Effective Stakeholder Management & Engagement:*
Builds relationships and networks, influences, negotiates and resolves conflict with others.
- *Proactive Leadership & Decision-making:*
Shows initiative, actively collaborates and makes cohesive, timely decisions.
- *Creative Thinking and Innovation:*
Thinks holistically to continuously improve and develop more effective ways of working.
- *Change Management & Driving New Ways of Working:*
Acts as a Change champion and manager.
- *Builds a Successful Team for the Future State:*
Builds a successful and capable team.
- *Resilience for Self and Teams:*



Maintains self-control and copes well with feedback and under pressure

Skills:

- Demonstrated business acumen and ability to lead significant change
- Ability to think up
- Proficiency with finance systems and procedures
- Exceptional interpersonal, relationship management and communication skills with the ability to engage with a range of audiences and inspire support
- Excellent project management skills with the ability to simultaneously manage a diverse range of projects
- Ability to interpret data at both a strategic and operational level
- Well-developed assessment and reasoning skills
- Ability to negotiate and influence at a senior management level
- Effective people development leader with strong track record of coaching and mentoring people to be the best they can be
- Ability to converse and understand te reo Māori me ōna tikanga is advantageous

Personal Attributes:

- Willingness to work in a Kaupapa Māori environment and commitment to Whānau, Hapū and Iwi
- Commitment to working with vulnerable populations
- Strong client focus
- Thrives in a change environment
- Comfortable working in a multidisciplinary team environment

Other Requirements of this position:

- Current clean, full NZ driver's license
- Must be able to pass Te Oranganui's background check process