

## Job Description

Job Title	General Manager, Operations
Duration	As per contract
Salary	As per contract
Hours	As per contract
Place of Work	As per contract
Reports To	Chief Executive
In a sentence...	This role will have the confidence of the CEO, the trust and respect of the staff, and the skills and experience to make the engine of the organisation work powerfully, smoothly, and responsively – optimising the whole team's performance.

### Key Responsibilities

The General Manager will:

Board support, Human Resources and General Operational Leadership

- Support the operational effectiveness of the Board, and support the CEO to ensure information and decisions flow transparently and accurately between the Board and the organisation.
- Oversee management of governance processes and support services for the Board.
- Oversee the recruitment and management of human resources in line with Ākina's policies and current New Zealand laws and regulations.
- Work with the CEO to promote, and demonstrate, a culture that reflects the organisation's values, encourages good performance, supports individual and team development, and rewards productivity.
- Oversee the consistent implementation of all HR policies and processes across the organisation including staff development, performance management and review processes, and on-boarding of new team members.
- Oversee the core operations of the organisation (including impact reporting, communications & marketing and business/partnership development) and manage its compliance with internal policies and legal and regulatory requirements.
- Oversee the development and maintenance of systems to monitor organisational performance, and support the CEO in the process of continuous improvement of practices and systems.

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	<ul style="list-style-type: none"> <li>- Support and promote an understanding and commitment to the principals of the Treaty of Waitangi in the way we work as an organisation and the work that we undertake.</li> </ul>
2	<p>Financial management</p> <ul style="list-style-type: none"> <li>- Ensure operational effectiveness of the Finance Committee of the Board and that information and decisions flow transparently and accurately between the Committee and the organisation.</li> <li>- Oversee the development of annual budgets and financial models that support strategy, operational planning, and good governance.</li> <li>- Prudently manage the organisation's resources within budget guidelines and delegated authorities.</li> <li>- Oversee procurements and supplier contracts – consistent with Ākina's values and ensuring value for money.</li> <li>- Ensure that the organisation employs best accounting practice and procedures in compliance with Generally Accepted Accounting Principles (GAAP).</li> <li>- Oversee all aspects of financial management, transactions and processing.</li> <li>- Provide prompt, thorough, and accurate reporting to keep the Board and the CEO appropriately informed of the organisation's financial position.</li> </ul>
3	<p>People Management</p> <ul style="list-style-type: none"> <li>- Manage direct reports (functional, administrative, core operational roles) in keeping with organisational policies, agreed strategies and KPIs.</li> <li>- Ensure a strong culture of learning, caring and support for all direct reports.</li> </ul>
4	<p>Business systems and information management</p> <ul style="list-style-type: none"> <li>- Lead the design, development, adoption, maintenance and improvement of lean and effective business systems.</li> <li>- Oversee the development of information systems that capture, process, and communicate data relevant to the operations of the organisation.</li> <li>- Oversee the improvement and maintenance of the CRM database.</li> <li>- Oversee all reporting requirements and responses to internal and external enquiries and requests for information.</li> <li>- Oversee the design and production of core (internal) documents and templates.</li> </ul>
5	<p>Relationship management and communications</p> <ul style="list-style-type: none"> <li>- Work closely with the CEO and Communications resources to ensure effective internal communications on all aspects of operations.</li> <li>- Represent the organisation as and when required.</li> <li>- Develop and maintain key relationships.</li> <li>- Protect the integrity of Ākina's culture and identity.</li> </ul>

6	<p>Strategy</p> <ul style="list-style-type: none"> <li>- Keep the confidence of the CEO and Board.</li> <li>- Support and challenge the Chief Executive in the strategic development of the organisation.</li> </ul>
7	<p>Health and Safety</p> <ul style="list-style-type: none"> <li>- Take a lead management role in developing, maintaining and monitoring all health and safety systems, policies, and requirements under the Health and Safety at Work Act.</li> <li>- Advise the Board on their responsibilities and actions required for compliance with the above.</li> <li>- Be responsible for instilling a health and safety-focused culture at Ākina, and be proactive in leading discussions, iterations, and improvements in all aspects of the Foundation's health and safety performance.</li> </ul>
8	Any other reasonable tasks that the Chief Executive requests, from time to time.

Key Relationships	
1	<p>Direct reports:</p> <ul style="list-style-type: none"> <li>- Functional Leads</li> <li>- Regional Co-ordinators</li> </ul>
2	<p>Internal Stakeholders:</p> <ul style="list-style-type: none"> <li>- Board of Trustees</li> <li>- Sub committee members</li> <li>- GM, Programmes</li> </ul>
3	<p>External Stakeholders</p> <ul style="list-style-type: none"> <li>- Venture partners</li> <li>- Clients</li> <li>- Compass Network members</li> <li>- Funders</li> <li>- Donors and Supporters</li> <li>- Peers</li> <li>- Relevant Government agencies</li> </ul>

Criteria			
Experience	Essential	Desirable	Measured by
A degree or equivalent in a relevant subject		✓	Application & Interview
Significant relevant experience with demonstrable success in business management and administration	✓		Application & Interview

Significant relevant experience with demonstrable success in financial management	✓		Application & Interview
Significant relevant experience with demonstrable success in HR management	✓		Application & Interview
Significant relevant experience with demonstrable success in governance processes	✓		Application & Interview
Significant relevant experience with demonstrable success in performance measurement and reporting	✓		Application & Interview
Excellent management skills and experience with the proven ability to develop and grow relationships	✓		Application & Interview
A high degree of personal initiative with the desire and ability to meet challenging goals	✓		Application & Interview
Ability to inject creativity, innovation and insight into partnership and programme development	✓		Application & Interview
A strong commitment to the mission and values of the Ākina Foundation	✓		Application & Interview
Strong integrity and interpersonal skills	✓		Application & Interview
Confidence in using information technology and social media	✓		Application & Interview
Excellent verbal, presentation and written communication skills	✓		Application & Interview
<b>Personal Qualities</b>	<b>Ess</b>	<b>Des</b>	<b>Measured by</b>
Motivated, committed to social enterprise		✓	Interview
A sensible and dependable approach to administration and business management	✓		Interview
Demonstrating personal and professional integrity at all times	✓		Interview
Resourceful and a good negotiator	✓		Interview
Possessing a natural authority and ability to forge excellent relationships with internal and external stakeholders	✓		Interview
Methodical and well-organised, able to manage a complex workload, to prioritise and multi-task	✓		Interview
Open to continuous professional development and peer learning	✓		Interview

Able to embed and promote equality and diversity through their actions and words	✓		Interview
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Job descriptions cannot be exhaustive, and the successful applicant may be required to undertake other duties, which are broadly in line with the above key responsibilities.

## About the Ākina Foundation

Ākina has a vision of a sustainable, prosperous, and inclusive New Zealand, and world. To achieve this, we are in service to the social enterprise sector, which exists to create an economy that benefits the environment and enables people to thrive.

Our mission is to create the conditions for social enterprise to succeed. We do this by:

Co-convening, supporting & growing the social enterprise sector by:

- Supporting social enterprises to grow their impact
- Developing market opportunities for social enterprise
- Enabling access to capital for impact.

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Advancing purpose and impact in New Zealand and beyond by:

- Collaborating with international expertise and knowledge communities
- Working other sectors in new ways
- Supporting sector development in the wider Asia/Pacific region.

## Our values

When joining the Ākina whānau, you also join a community committed to:

**He Tangata – People:** At Ākina, everything we do is about people. Social enterprises serve people and/or the environment that sustains people.

We also care for our own people, offering flexible working hours, generous annual leave, and family-friendly policies that allow each of our team to work in a way that is appropriate for their individual situation.

**Learning:** Our strategic plan centres around what we need to learn at various stages of our work, and we encourage staff learning and development in two specific ways:

1. All of our programmes undertake developmental evaluation, whereby we seek to learn from current work in order to improve future work.
2. We operate an ongoing 'learning club' which operates as a project that staff can rotate into for a specific time period, allowing them dedicated time to learn about a topic of interest and value for Ākina. We encourage reflective journaling through this process and an informal presentation of learning at regular whole-team retreats.

**Bold action:** This represents a fearlessness in our approach, confidently exploring the unknown in pursuit of better. We will make mistakes – we're human! We foster an environment where it is ok if you fail sometimes. The important thing is to learn from it, and quickly move on in a better direction.

## About the team

By working at Ākina, you join a team of passionate people wanting to grow social enterprise across the country. We are diverse in our backgrounds and our fields of expertise, but our passion for service to social enterprise is what makes us a team.

We have approximately 23 staff, working anywhere from full time down to a few hours each week, and we have offices in Wellington, Auckland and Christchurch. We also have people based in Tauranga and Dunedin, and very soon we will also be in Tairāwhiti (Gisborne).

If you share our values and can get behind our mission, we want to hear from you.