

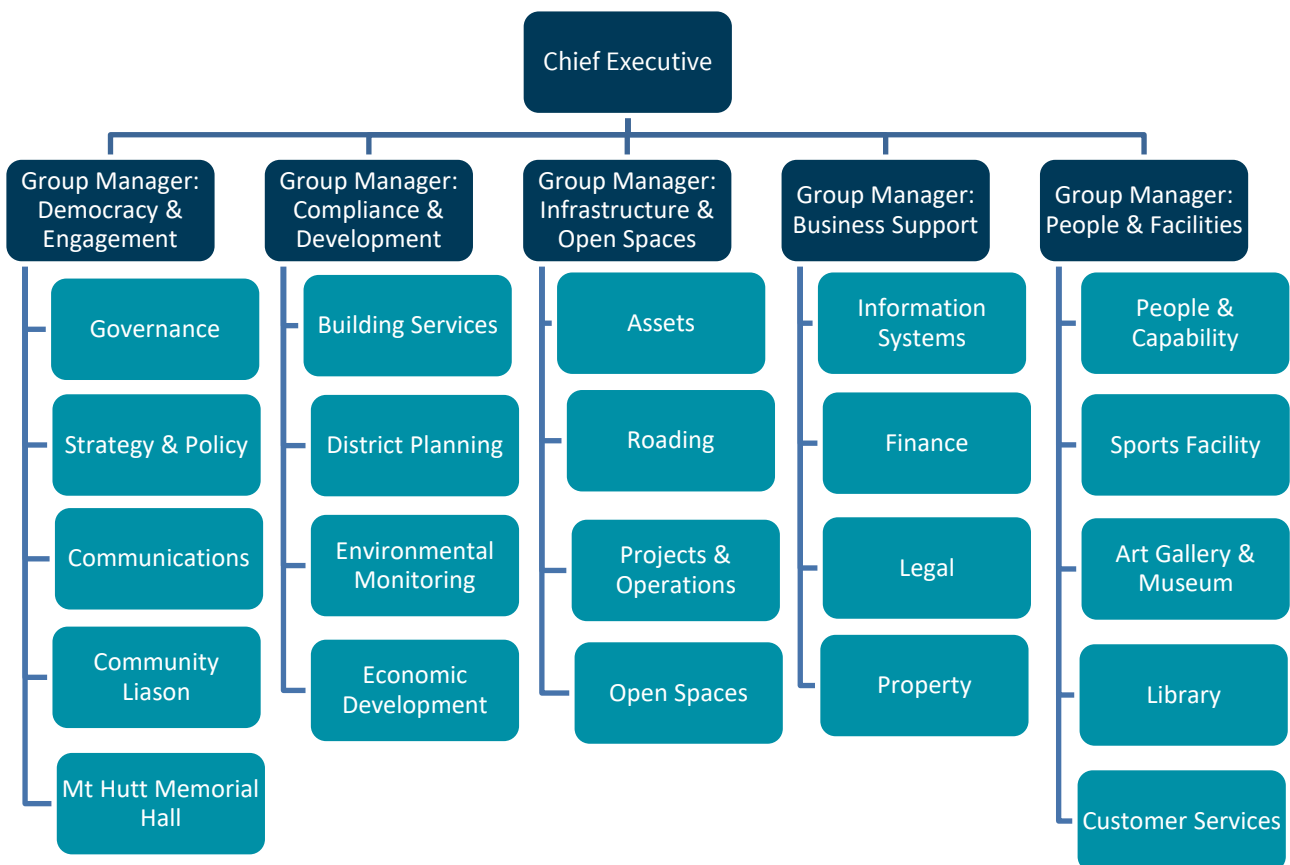
Position Description

Position Title:	Group Manager: Business Support
Reports To:	Chief Executive
Team:	Executive
Group:	Business Support
Employment Type	Permanent Full Time
Date Modified:	September 2024

Purpose

Contribute to Council’s direction and operation through sound advice and effective management of all business support services, ensuring legal compliance and high service, high internal and external customer satisfaction.

Organisation Structure




Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.


WE DO what's Right



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles

Ka mahi tika ai tātou


WE MAKE it Happen



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments

Ka whakarite ai tātou


WE WORK as One



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections

Pakihiwitahi ai tātou

WE RESPECT every Voice



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

Kauanuanu ana ngā reo ai tātou

Key Accountabilities

Activity Management

- Lead Council's financial strategy and management, maximising the services we deliver within our District, while maintaining strong and sustained financial health.
- Enable Council to function in an efficient and effective manner by utilising technology, providing quality services and information to the community and providing for future generations.
- Provide advice, information, guidance and leadership to the Council and Executive team regarding financial implications of major decisions, to ensure understanding and appropriate risk management.
- Enable teams to create opportunities to enhance the level of service we provide to both internal and external customers.
- Build credible relationships with key stakeholders including but not limited to elected members, Audit NZ and Council's CCO, Ashburton Contracting Limited.
- Ensure Council's financial systems and controls are fit for purpose in order to safeguard public money and financial assets.
- Lead and ensure Council's activities and processes remain compliant with all relevant legislation.
- Ensure all Council activities are supported by appropriate, reliable, secure IT systems that allow efficient and modern business and communications practice, while maintaining appropriate cyber security.
- Oversee the direction and strategy for Council's commercial and community property, including acquisitions, disposals, leasing, facilities management, property asset management.
- This portfolio manages a mix of strategic and non-strategic assets and supports new opportunities for commercial and industrial developments from time to time.
- Manage people, resources, risks and assets in accordance with Council's policies, procedures and delegations.

Project Work

- Establish relationships with activity Managers, develop an understanding of the services offered, their current work programmes and opportunities to improve service levels.
- Oversee assigned Council wide projects, such as the Annual Report, LTP and Annual Plan, and ensure project milestones are met and quality work is delivered.

Organisation Leadership

- Share accountability and take collective responsibility for the success of the organisation. This includes but is not limited to:
 - Ensuring employees live our values and we have a proactive, positive and productive culture.
 - Ensuring Council meets its statutory obligations and strategic reporting, communication and consultation with our community, organisational work programmes and funding.
 - Building strong 'one team' relationships across the organisation.
 - Continuing to drive organisational process improvement and efficiency.
 - Maintaining a safe and healthy workplace through safe work practice and contractor engagement complying with established policies and procedures.
 - Ensuring Budgets, Activity Management Plans and work programmes across the organisation are consistent with each other and our commitment to the community.
 - Providing high quality advice, reports and recommendations to the Chief Executive & Elected Members.
 - Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
 - Undertake any other relevant duties, including attending out of hour's meetings as requested by the Chief Executive.

Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

Relationship Building

- Promotes understanding and compromise through diplomatic handling of conflict.
- Forges valuable partnerships with people across business areas, functions and organisations.
- Builds trust through consistent actions, values, communication and minimising surprises.

Conceptual and Analytical Ability

- Deals with concepts and complexity comfortably.
- Uses analytical and conceptual skills to reason through problems.
- Has creative ideas and can project how these can link to innovations.

Decisiveness

- Makes rational decisions based on a consideration of the facts and alternatives, evaluating rational and emotional elements of the situation.
- Makes tough decisions based on available facts.
- Commits to a definite course of action.

Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Regards maintaining high levels of accuracy as extremely importance.

Knowledge and Skills

Leadership

- Communicates and models a vision that generates enthusiasm, optimism and commitment.
- Recognises and rewards behaviour that is aligned with the vision.
- Identifies potential issues and setback and guides team to optimise outcomes.

Consult and Advise

- Clarifies needs and expectations of roles, process and outcomes.
- Develops flexible and practical solutions or recommendations to complex problems.
- Communicates regularly with others providing advice in areas of expertise.

Commercial Skills

Guides and challenges others to continually strive for more efficient ways of doing things
Decisively manages financial issues, legal consideration in pursuit of the desired outcome.
Focuses on activities and projects that will bring the best long-term return for the organisation.

People Management

Aligns team with the organisational values and goals through effective people management, visibly modelling the values and being available for your teams.
Maximises effectiveness by selecting, developing, managing and motivating a high performing team.
Clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development.

Resource Management

Develops and maintain budgets, anticipating and managing risk.
Negotiates necessary resources from budgets and other sources.
Decisively manages financial issues and responsibilities and challenges others to seek more efficient ways of doing things.

Specialist Expertise

A relevant tertiary qualification and at least ten years' relevant experience post qualification and 5 years managerial experience.
Preferably a Chartered Accountant
Experience within Local Government or a similarly complex operating environment.
Current understanding of relevant legislation.