



Position Description: Operations Leader

Community Waitakere has worked in the west of over 35 years supporting the community, environment and social sectors. We work across the west with community agencies, central and local government and community leaders.

Community Waitakere's vision is for a sustainable Waitakere with thriving connected resilient communities. We achieve this through supporting and strengthening community organisations; building and maintaining relationships; undertaking community development initiatives and fostering collaborative action.

We work in neighbourhood development, community environmental and ecological restoration, provision of workspace for community good organisations and workers, information sharing, networking, learning and capacity building.

Position: **Operations Leader**

Report to: Executive Officer Community Waitakere

Primary Responsibility: Oversee operations for Community Waitakere, with the aim of improving the levels of service to the team, our governance, management, funders, sponsors, contractors, and other key stakeholders including residents and customers

Tenure: Permanent

Hours: 32 to 40 hours per week.

Purpose of Position

To

- a) oversee operations for Community Waitakere, with the aim of improving the levels of service to the team, our governance, management, funders, sponsors, contractors, and other key stakeholders including residents and customers.
- b) oversee budgets including supporting forecasting & planning and financial management tools for budget holders,
- c) improve reporting including development of tools for impact and KPI reporting
- d) streamline processes and procedures to ensure the smooth operation, raise professionalism, achieve clarity and consistency in delivery and meeting of deadlines
- e) contribute to resource and inventory management
- f) oversee Human Resources systems, particularly the management of policies, contracts, payroll and employment obligations.
- g) support the team and our projects

Key work areas	Actions	Performance Measures
Operational Development & Oversight	<p>Identify processes or programs and implement across all projects to improve operational performance and customer/stakeholder delivery</p> <p>Develop procedures that support staff and contractors to work to effectively deliver to clear project budgets and timelines</p> <p>Develop budgeting guidelines for all projects for use by individual budget holders</p> <p>Create, update and improve internal systems, templates and processes</p> <p>Produce budget forecasts and implement in accounting and reporting systems for effective management, board, and funder reporting requirements</p> <p>Support the development of KPI's and other impact measures</p> <p>Collate bi-monthly management reports for all projects</p>	<p>Clear, efficient, recorded and well understood internal processes</p> <p>Informative, effective and efficient performance and budget information</p>
Accounts, Payroll, Human Resources &	<p>Manage and maintain records in the shared drive</p> <p>Track income and expenditure, raising significant variations or other risks/opportunities to the EO</p> <p>Maintain all Xero accounts to support timely and effective management of budget deliveries.</p> <p>Process and deposit cash and other receipts into the bank</p> <p>Manage use of debit cards and any cash handling</p> <p>Maintain staff records - annual leave, sick days, emergency contacts</p> <p>Manage training records for staff and contractors, including H&S required training (eg First Aid)</p> <p>Manage recruitment process, including advertising, shortlisting & response.</p> <p>Raise employment contracts and ensure obligations of Community Waitakere are met, including IRD and PAYE requirements</p>	<p>Efficient and effective and resilient file management</p> <p>Timely, legally compliant and effective financial management</p> <p>High quality, compliant human resources and health and safety processes and policies</p>
Micro-grant funds administration	<p>Development, implementation, dissemination & administration of micro-grant activities like Neighbours Day.</p>	<p>Efficient and funder and CW policy compliant distribution and accounting for micro-grants</p>
IT, Security, Phones & Risk	<p>Create and maintain administrative records for internal processes</p>	<p>Secure and resilient IT equipment, data</p>

	<p>Oversee IT support contracts and asset lists</p> <p>Ensure all licences for software are current</p> <p>Manage and maintain computer backups</p> <p>Manage organisational mobile phones</p> <p>Allocate keys and maintain a key register</p> <p>Maintain first aid kits and fire extinguisher</p> <p>Ensure security of office valuables – cash, phones, credit cards, keys, IT</p> <p>Ensure vehicles are warranted and registered</p> <p>Carry out Police checks if directed</p>	<p>and administrative systems</p> <p>Efficient operation of mobile phones</p> <p>Secure office valuables</p> <p>Vehicles are legally compliant</p>
Board Secretary	<p>Organise details for monthly Board meetings</p> <p>Produce and distribute minutes for Board meetings (one evening per month for 3 hours)</p> <p>Maintain the minutes folder</p> <p>Prepare monthly finance reports for Treasurer</p>	<p>Information to Board is accurate, a high quality and timely</p> <p>Board records are up-to-date</p>
Customer & Stakeholder Service	<p>Act as first point of contact for new volunteers, respond appropriately to volunteer enquiries, welcome and support volunteers where required</p> <p>Assist groups / businesses wanting to volunteer with us</p> <p>Support partner organisations in process and resource support where applicable</p> <p>Grow opportunities for sponsorship and partnership building with other organisations</p> <p>Work with and support interns where applicable</p> <p>Support individual staff and/or projects with general administrative help</p>	<p>Increased quality volunteering opportunities with CW</p> <p>Identified opportunities for sponsorship</p>
Building Administration	<p>Oversee the premises CW use. Liaising with Landlord on maintenance items</p> <p>Administer any service contracts – cleaning, air conditioning and the like.</p> <p>Report to EO and operational and strategic issues related to premises</p>	<p>Excellent landlord relationship</p> <p>High quality work environment for team</p>
Compliance	<p>Ensure CW meets its Health & Safety obligations as legislated</p> <p>Ensure that organisation Health & Safety Risk register records are maintained</p> <p>Arrange and record meetings to review any H&S incidents</p> <p>Ensure that all documents required for maintaining Charitable status are submitted (Annual Return, new Trustees, etc)</p>	<p>CW meets and where possible exceeds its Health & Safety obligations as legislated</p>
Organisational	<p>Oversee operational compliance with CW policies</p>	<p>CW policy framework is up-to-date, fit for</p>

	Identify gaps in CW policies, and work with the EO to develop new or replacement policies to fill these gaps	purpose and understood as required by the team
Funding	Oversee and support CW applications for grants funding Oversee and support CW development of service agreements (e.g. local board work programmes) Oversee preparation, adoption, filing and recoding of all funding agreements Actively support the team seeking of new sources of funding for CW Monitor income, ensuring applications, accountabilities and reports are submitted on time and to a high standard	Timely high-quality grant applications and accountability

Functional Relationships

Internal	External
Community Waitakere team	General Public
Community Waitakere Board	Partnering Organisations (eg EcoMatters)
Funders	Contractors
Auckland Council staff	Community Organisations and stakeholders

Personal qualities

Specification	Expected	Preferred
Education Achievements	Current Drivers Licence Current First Aid certificate Completed minimum 3 years secondary education	Relevant tertiary qualifications
Knowledge & Experience	Secretarial, administrative and reception experience. Budgeting, forecasting and financial management Experience in Xero accounting software Solid knowledge of computing systems/hardware/software.	Experience in public relations/hosting role Health & Safety procedure knowledge Minute/note taking An understanding of Te Reo Maori

	An understanding of Te Tiriti and how it impacts on our work.	
Personal Qualities	<p>Innovative outlook and open to new ideas</p> <p>Ability to work within a strongly multi-cultural context</p> <p>Sense of humour</p> <p>Sound judgement</p> <p>Demonstrates integrity</p> <p>Professional approach</p>	