

POSITION DESCRIPTION

Date: February 2017

Ref: POS1014

POSITION:	General Manager – Corporate Services
GROUP:	Corporate Services Group
RESPONSIBLE TO:	Chief Executive Officer
LOCATION:	Kaikohe, Kerikeri and Districts
DIRECT REPORTS	Executive Assistant to GM Manager – Business Development Chief Financial Officer Manager – Information Services & Technology Manager – Programme Delivery & Business Intelligence Manager – District Administration Manager – Enabling Maori Freehold Land Manager – Risk & Improvement
KEY RELATIONSHIPS:	<p>Internal</p> <p>Chief Executive Officer, Executive leadership team, Staff, Mayor, Elected members, Community Board members, Direct reports</p> <p>External</p> <p>Community groups, Māori groups, business, community and other sector groups, service providers, other territorial authorities, government departments and agencies, Ministers of the Crown and Members of Parliament, Consultants and external professional advisors</p>
AUTHORITIES	Delegation Authority of \$250,000

Purpose of the Position

To lead the delivery of the organisation's Corporate Services through the creation and execution of strategic improvements aligned to the external Council strategies. The focus is on both the on-going delivery of quality services to Council and other groups and the transformation of the organisation to provide digital services and through that sustainably reduce the cost base of the organisation.



Accountabilities

Leadership

To develop and mentor the talents of the people within the Corporate Services Group and to ensure that development cascades through the Corporate Services structure. To model the behaviours and values of the organisation in driving it towards the objective of high performance.

- Provide visible, effective strategic leadership and management of the Corporate Services Group
- Lead the development and implementation of Corporate Services Group strategic and operational plans which include Information Services, District Administration, Finance, Risk & Improvement, Enabling Maori Freehold Land, Governance and Service Delivery
- Maximize the organisation's ability to achieve its strategic goals with a focus on high performance
- Lead and promote a strong internal service culture, ensuring a service delivery approach that is responsive to the operational and strategic needs of the organisation
- Provide the Chief executive Officer with timely and accurate advice relating to the activities of the Corporate Services Group and performance against the strategic plan and budget
- Participate and contribute to the development of council's vision

Finance

- Provide direction in relation to finance and procurement and contracts incorporating budget and financial management, financial and treasury planning, funding and investment, financial accounting and management accounting, accounts payable and receivable and debt management, rates, contract tendering and management, procurement and fleet management
- Ensure robust comprehensive financial planning and policy development processes are in place, key financial policies are continuously monitored and improvements made for inclusion in the LTP
- Ensure robust comprehensive funding and investment strategies are in place and opportunities are identified for cost savings and the re-direction of financial resources to council priorities additional funding sources are continuously pursued
- Ensure the integrity of Council's financial management processes, accounting and purchasing systems and processes including acquisition and disposal of real estate assets

Information Services

- Ensure the continued development and implementation of a long term IS strategy which supports the organisation's direction to ensure that Council, as a whole, is continuously served by efficient, effective IT and business systems and all areas of council have reliable access to appropriate levels and standards of IT support
- Lead and take ownership of delivering the organisation's digital transformation of processes and records
- Provide direction in relation to IS incorporating IT, telecommunications and records management

Risk and Improvement

To use a strategic risk based approach to ensure that Council/organisational processes and decision making remain compliant with the legislative framework within which local government works and follow good practice

- Ensure the provision of a relevant Risk Management plan and enforcement of the Local Government Act and other relevant legislation
- Lead the development and delivery of strategic aspects in relation to significant council risk and contingency management frameworks

- Provide direction in the development and implementation of council policies and frameworks

Enabling Maori Freehold Land

To lead the development of strategic engagement with the owners/shareholders/trustees of Maori freehold land to provide integrated pathways for the owners to enable sustainable development of their land and the eventual payment of rates on the land

- Ensure the Maori Freehold Land strategic initiatives are developed and implemented

Service Delivery

To lead the on-going review of service delivery models to ensure that Council resources are used to deliver the services that the community wants from council (within the legal obligations of Council) to ensure that those services are delivered in the most efficient and effective manner, including assessment of shared service options.

- Ensure a strategic plan is developed and in place to review the delivery of Council services
- Contribute to the development of regional shared services collaboration
- Manage the programme of service delivery review and report to Council and SLT on a regular basis

Organisational Responsibilities

- Recruit, lead, manage and develop high performing employees that exhibit the FNDC values and competencies and deliver on clear goals, objectives and have a commitment to outstanding customer service
- To provide free, full and frank information and advice to elected members and organisation management to enable and assist them to make good decisions on behalf of the communities
- Embedding of Council's values.
- Other tasks/projects as may be delegated from time to time.
- Contributing to Council Civil Defence duties if required.
- Having a commitment to Health & Safety as detailed in our policies and guidelines and as defined by the Health and Safety at Work Act 2015 to ensure compliance.
- To act proactively to ensure no one is injured at this workplace.
- To always look for small improvements regarding OH&S to affect a safe workplace.

Competencies

Career Drivers

A strong desire to achieve results combined with a high work ethic, focusing on achieving a tangible result. Enthusiastically taking responsibility for solving challenging work problems you also set challenging goals for yourself and are willing to take calculated risks to attain these goals. You place importance on constructive feedback on your performance and are committed to your own personal development and objectives.

Leadership & Influence

A visible, flexible leader with a range of styles to suit different situations, equally capable when directing and coaching for results or delegating to grow team capability. You are able to assess situations quickly and make informed and timely decisions, balancing importance against consequences. You have a strong ability to influence without the use of authority and show a willingness to share success through individual empowerment and teamwork.



Strategic Orientation

Flexible and innovative, able to see beyond traditional solutions when required and keep pace with change while maintaining and articulating a clear vision. You use planning and analysis to make a strategic contribution to the vision of the organisation, equally able to cope with and manage complexity, ambiguity and change when faced with short term objectives.

Conflict Management Style

You show the appropriate level of control and assertion when required, matching style to situation and being concerned with maintaining working relationships while getting the job done. You show good judgment in intervention and timing when team performance is under threat, showing a willingness to collaborate or compromise when necessary to maintain direction.

Workplace Management Style

When tasked with working in a non-structured environment you are able to create a structure and effective processes that will support the required level of detail and care. You are willing to delegate and detach from detail to deal effectively with multiple tasks and strategic corporate issues. Your organisational style is effective rather than efficient with a strong focus on prioritisation.

Person Specification

Professional Knowledge and Skills

- Extensive experience in providing strategic leadership and influencing culture change in complex organisations
- Experience in leading change that resulted in improved business performance and high performing teams
- Experience in leading a corporate services function at Executive level highly regarded
- Proven ability in leading teams to deliver outstanding services that translate into improved business performance
- Strong commitment to the principles underpinning good governance and solid financial management
- Demonstrated interpersonal skills in building and sustaining relationships with a focus on the integration and leading as well as part of a team
- The ability to identify and control risks to the organisation that fall within the realm of corporate services
- Tertiary qualification highly desirable preferably in financial management
- Experience and Proficiency in Microsoft Office applications (Excel, Word, Outlook)
- Clean and clear drivers license required

Professional Behaviours

- Proven interpersonal skills and ability to obtain collaboration and cooperation
- Well organised and able to prioritise and work to deadlines
- Enthusiasm and commitment to excellence in customer service



- Proven written and oral communication skills
- Ability to relate to a wide range of people both internally and externally
- Highly developed documentation, report and work flow process writing skills
- High level relationship development, management and customer facilitation skills
- Strong political and business acumen

Organisational Values

The holder of this position is expected to consistently demonstrate the behaviours described below:

Integrity (Trust, Honesty, Transparency, Reliability, Ethical, Fairness, Openness)

We are driven by our commitment to enabling growth and development in our people and our community and not by personal gain or alliances with vested interests. We protect and promote the reputation of FNDC. We are honest and act with fairness. We do not tolerate unethical behavior; we challenge it as a matter of personal responsibility, regardless of our position in the organization.

Manaakitanga (Teamwork, Empowerment, Empathy, Awhi, Unity, Support, Courtesy, Respect)

We treat our colleagues, community and Council with understanding and sensitivity. We value diversity and draw upon the different strengths, cultures, ideas, experiences and talents of people. We provide equal and fair opportunities for employment, career development and learning. We ensure a positive and energizing work environment.

Professionalism (Consistency, Tikanga, Motivation, Ownership, Positivity, Innovation, Collaboration)

We demonstrate high levels of professionalism in our work and reward merit. We use the most appropriate skills and competencies, continually seeking opportunities to improve through innovative approaches. We work collaboratively towards our common goals of serving our Council, community and colleagues regardless of individual roles or functions. We share our knowledge of best practices with colleagues at all levels to enhance the quality of our services.

Measures of Performance

An annual review of performance will be conducted by your manager. Success in this role will be measured by:

- Demonstrated performance against the accountabilities listed above.
- Exhibiting the professional behaviours, competencies and organisational values and delivering on objectives.
- Ability to operate within our policies and procedures as defined by the Health and Safety at Work Act 2015 to ensure personal, team and public safety.
- Achievement of annual performance objectives