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| Job Title | Corporate Services Manager |
| Unit | Settlement Trust (Parent) |
| Reports to | Chief Executive |
| Location | Whangarei |
| Updated | 13/02/2024 |

Organisational Overview

In October 2002, the historical claims of Te Uri o Hau were settled by way of the Te Uri o Hau Claims Settlement Act 2002. The mandated negotiators envisaged that this settlement would enable Te Uri o Hau to begin a 25-year development plan to enable Te Uri o Hau people to move away from historical grievances and towards obtaining socio-economic parity with the general population.

The Te Uri o Hau Settlement Trust, having received the cultural and commercial redress properties on behalf of the people, is now charged with the responsibility of creating, leading and implementing this development.

Our Vision

The hapu of Te Uri o Hau has a strong cultural presence and self-determination through its tikanga, commercial activity, tangata development and environmental leadership within the rohe (area of interest).

Our Mission

Te Uri o Hau having self-reliance within the rohe and parity with New Zealand for the next generation.

Purpose of Position

- The Corporate Services Manager is to provide oversight and management of finance, facilities and business intelligence functions (IT and project management). The Corporate Services Manager is responsible for the financial forecasting and management, and staff performance and development within the Corporate Services Team and forms part of the executive leadership team with responsibility to develop and deliver strategic initiatives.
- Provide consistent, quality administrative support to the organisation (includes Settlement Trust and its business units Renaissance Group Trust and its subsidiaries, Charitable Trust, Environs Holdings Trust and Tangata Development Trust) in the areas of finance, human resources, payroll, information management and technology, record management, health and safety, beneficiary registration, annual report to stakeholders, education grants, communications and general administration.

Position in Organisation



Accountabilities

Corporate Service Delivery

- Oversee service delivery of the Corporate Services team that includes, financial services, human resources, payroll, information management and technology, record management systems, beneficiary registrations, health and safety, postal ballots (elections and changes to Trust Deed), education grants, communication services and general administration.
- Develop objectives and work programmes for the Corporate Services Team in conjunction with the business unit managers and ensure that resources and efforts are committed to their achievement, within time and budget.
- Carry out and act as job manager of assigned investigations, reports, recommendations, and mandated procedures relating to team activities.
- Ensure that team administration services are provided in a manner which is consistent, accurate and fair.
- Serve as the liaison between the organisation and property manager (of the Whangarei site)

- Oversee the maintenance and upkeep of all corporate facilities, including but not limited to office space, meeting rooms and common areas.

Financial Management

- Develop close working relationships with and provide financial advice to the chief executive, business unit managers and budget holders.
- Oversee the financial and management accounting functions to ensure the effective maintenance of the general ledgers and other supporting source information, and the effective disbursement of financial information throughout the organisation.
- Report monthly on any variances to the business unit managers and chief executive.
- Carry out insurance and risk analysis and negotiate all insurance policies of the organisation in collaboration with the business unit managers.
- Ensure effective and efficient management of cash resources to enable the Trust to meet current and future obligations.
- Develop and review policies relating to revenue and financing, and funding impacts.
- Facilitate the effective implementation of the Trust Group's strategic financial policies and objectives.
- Develop and review audit preparation of the Trust Group in collaboration with the Accountant, Auditors, business unit managers.

Human Resources

- Prepare and maintain employee records, such as employment agreements, variations to employment agreements and payroll data.
- Monitor compliance with applicable laws and regulations regarding human resources issues.
- Engage consultants for advice and assistance when required by
- Manage remuneration, allowances and expenditure processes of the Settlement Trust trustees and Renaissance Group board of directors.

Health and Safety

- Lead appropriate Health and Safety at Work (H&S@W) practices while ensuring own H&S@W and that of the team.
- Actively promote and support initiatives and a culture of responsibility and accountability for H&S@W within the workplace.
- Prioritise H&S@W as being a critical part of the Trust Group' business.
- Encourage H&S@W focused discussions within the workplace.
- Demonstrate compliance with all H&S@W responsibilities and requirements associated with the position as outlined in the Trust Group' H&S@W policies and procedures including accident reporting, hazard management, personal protective equipment (PPE) training, audit and reviews and standard operating procedures (SOP).
- Maintain and review H&S@W policies and procedures as and when required.

Beneficiary Register & Charitable Services

- Effectively manage and monitor the iwi/hapu beneficiary register. Ensure the maintenance of the register meets all compliance and applicable laws and regulations (relevant compliance: Te Uri o Hau Settlement Deed of Trust 2022, Privacy Act 2020, Official Information Act 1982 etc)
- Manage all incoming and outgoing funds of the Charitable Trust including but not limited to; annual distributions of education, sporting and cultural scholarships and marae grants.
- Effectively manage all postal ballots of the Trust ensuring each postal ballot meets all compliance and applicable laws and regulations (relevant compliance: Te Uri o Hau Settlement Deed of Trust 2022, Privacy Act 2020, Official Information Act 1982 etc)

Information Systems

- Effectively lead and oversee IT functions, business intelligence including but not limited to developing and implementing strategies aligned to the needs of the Trust Group.
- Ensure leadership and advice is provided to the Trust Group.

Other

- Familiarity and compliance with Te Uri o Hau's code of conduct and related documents and with the policy and procedures relating to the functions of the position
- Having a commitment to Health & Safety as detailed in our policies and guidelines and as defined by the Health & Safety in Employment Act to ensure compliance

Relationships

Internal

- Te Uri o Hau CEO and Management, Trustees, Taumata Kaunihera (Tribal Council) members, Directors, Staff, Contractors

External

- Te Uri o Hau whanau and marae communities
- Funding Providers including government organisations e.g. councils, Te Puni Kokiri
- Other Iwi / Hapu / Private companies etc
- General public

Supervises

General Administrator, Payroll Accounts Officer, Accounts Officer, Information Technician and Communications Liaison

Key Competencies & Personal Attributes

Working co-operatively

Working effectively with others inside and outside the organisation. Taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

Analysis (problem identification)

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

Judgement (problem solution)

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

Leadership (influence)

Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.

Organisational awareness

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

Client service orientation

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

Extra-organisational awareness

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

Work standards

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

Planning and organising

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

Project planning

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

Integrity

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

Communication

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.

Qualifications / Experience

- L6 or higher qualification in business, facilities management, or related field.
- 7+ years of experience in corporate services, facility management or related field.
- Proven track record of successful project management.
- Excellent written and verbal communication skills
- Strong interpersonal skills and ability to build relationships at all levels
- Highly organised with excellent attention to detail

Personal Attributes

- Exceptional organisational abilities
- A can-do attitude, be the glue that holds the organisation together.
- Think outside the box.
- A people person. Ability to develop and maintain working relationships.
- Committed to accuracy and attention to detail.
- Ability to switch between tasks as required.
- Effectively use technology to improve communication
- Communicates confidently, clearly and is articulate
- Able to identify and resolve potential problems at the earliest opportunity
- Focuses on the task at hand and the work that needs doing without losing track of priorities
- Able to consistently meet deadlines and keep to timetables
- Solution focused with ability to research answers.
- Exhibit a high level of maturity and wisdom.
- Ability to work as part of a team and independently.
- Demonstrate professionalism, by maintaining the strictest confidentiality of company sensitive information at all times.
- Willingness to share knowledge and expertise with colleagues and more widely as necessary.
- Willingness to commit to meeting commitments outside Whangarei if necessary