

Position Description

Position Title:	General Manager Operations
Reports To:	Chief Executive
Responsible For:	7 direct reports: District Art & Heritage Curator, Parks & Recreation Manager, Aquatic Services Manager, Library Manager, Building Control Manager, Regulatory Services Manager, Community Strategy Team Leader (plus their teams)
Group and Team:	Chief Executive and Senior Leadership Team
Delegations and	
Budget Responsibilities:	As per Delegations Register

Purpose

To provide senior leadership to teams within the Operations portfolio, developing and driving the implementation of customer and community centric strategies for all our operational areas that ensure we meet resident and visitor needs now and into the future.

As a member of the Senior Leadership Team (SLT) you will contribute to organisation wide strategy and decision making. You will assist to drive a collaborative and customer centric organisational culture.

Key Relationships

External to Council

- Community groups and organisations including Hokonui Runanga
- Other local and regional authorities
- Outside agencies including Government departments
- Residents and visitors
- Professional advisors and suppliers.

Within Council

- Team members in Operations Group
 - Senior Leadership Team
 - Elected Representatives
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What You Will Do *(provided as a guide only)*

Strategic Planning, Advice & Implementation

- As a member of the Senior Leadership Team, contribute to and formulate the organisation's overall strategy, financial management, business improvement and organisational culture.
- Lead the ongoing development, implementation and review of strategies relating to community and economic development.
- Undertake community engagement to ensure high levels of support for initiatives and strategic investment and development of services.

Services and Facilities

- Ensure the provision of a wide range of essential and sought-after Council services and facilities to residents and visitors to the Gore district. This includes arts and heritage, parks and recreation services, the aquatic centre, the libraries, community development, regulatory functions and building control.
- Ensure the right level of investment and fit for purpose reporting on use of funds, income and expenditure.
- In conjunction with the Communications team, ensure that residents and visitors are aware of and encouraged to do business with us, invest in our District and make great use of our facilities and services.
- Ensure appropriate team structures and ongoing business and process improvements.

Health and Safety

- Champion and provide visible leadership in health and safety systems, practices, awareness and compliance to achieve a healthy and safe workplace.
- Help evolve Council's Health, Safety and Wellness strategies, policies, processes and practices.
- Ensure proactive and accurate Health and Safety reporting across the business and with our people leaders, ensuring that managers' corrective actions are implemented.
- Ensure investigations of serious harm workplace accidents are properly undertaken, notifying WorkSafe where necessary and assisting them with any subsequent investigation.

Leadership

- Lead, develop, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Ensure a workplace culture that meets GDC's values including shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Meet organisation goals through the proactive and consistent application of performance and development processes.
- Promptly address concerns relating to the performance of team members so that an appropriate support/development plan can be put in place.

Financial Management and Statutory Framework

- Ensure the effective financial management of activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.
- Ensuring Council's compliance with all relevant legislation within the Operations Group.
- Ensuring that Council and the Chief Executive are provided with the best possible advice in relation to the City's responsibilities and functions under relevant Government legislation and statutes.

What You Will Bring

Education and Qualifications

Essential:

- Relevant tertiary qualification, post graduate qualification or equivalent experience.

Desirable:

- Up-to-date knowledge of the range of statutes that pertain to Council Services under the Local Government Act and other related legislation.
- Demonstrated commitment to the principles of the Treaty of Waitangi and an awareness of Māori perspectives and issues relevant to Māori. Knowledge of or commitment to learning some te reo Māori, and experience with biculturalism.
- Experience and exposure to Health and Safety reporting systems.

Knowledge, Skills and Experience**Essential:**

- Substantive experience (minimum of 10 years) in a senior leadership role with significant people and financial management experience within a large/complex environment.
- Proven ability to effectively manage budgets and to achieve goals in a fiscally responsible environment.
- Demonstrated ability to operate in a local or central government environment with a high degree of professionalism and integrity.
- A working understanding of the roles and functions of local Government in New Zealand and good practice in these areas.
- Demonstrated experience in contract negotiation and implementation of same.
- Empathetic and able to listen and genuinely engage with people.
- Excellent organisational, interpersonal and teamwork skills.
- Ability to prioritise, 'see the big picture' and to delegate effectively.
- Ability to plan and prepare for outcomes on the basis of priority and effective management of time.
- Proven ability to identify, establish and where appropriate, implement process improvements at both strategic and operational level.
- An innovative and creative thinker able to visualize and problem solve, or, able to support a team to come up with creative solutions.

Desirable:

- Experience in policy development and review.
- Project management experience.
- Good public speaking and presentation skills.
- Confidence and experience in dealing with the media.
- A balanced and informed approach to problem solving as well as managing situations involving change, stress and conflict.