



**finding leaders who inspire teams
and drive growth**

Candidate Brief

Ngāti Mutunga o Wharekauri Iwi Trust (NMoWIT)

Operations Manager

25th March 2022

decipher the people you need to succeed

- Enhance strategic relationships, influence direction;
- Create meaningful change; and
- Influence and lead at a senior leadership level.

Kia hiwa rā!

Ko wai mātoa? Who we are?

Ngāti Mutunga o Wharekauri Iwi Trust (NMoWIT) is a Mandated Iwi Organisation (MIO) based on Wharekauri/Chatham Islands. It is an organisation with key values that sit at the heart of everything it does.

We are whānau. We support each other “ahakoa te aha”: We hold to “tika me te pono” as we seek to achieve maungarongo (peace) in our decision making: We hold the line as we unite for our whānau, our iwi, and the resources we are entrusted with.

NMoWIT has been working on its historical Tiriti o Waitangi Settlement Negotiations with the Crown which is ongoing. As the Iwi Trust builds momentum in achieving significant kaupapa milestones it seeks a Pou Amotake (Operations Manager) to support the Iwi Trust and drive strategic objectives.

This is a unique opportunity to influence positive change for ngā uri o Ngāti Mutunga o Wharekauri.

Te tūrunaga - the role

The diversity of this role will mean no two days are the same. Working closely with the Kaihautū (Chief Executive) you will oversee the day-to-day operations of the Iwi Trust. Process driven, you will be responsible for the development and implementation of operational management systems to achieve the strategic objectives of NMoWIT. You will be instrumental in preparing information and supporting the Board, overseeing resourcing, financial and operational performance of the trust, and in building and maintaining meaningful relationships with key stakeholders.

To do this, the Operations Manager will:

- Be a trusted advisor to the Kaihautū, and influence both internally and externally, to enhance relationships;
- Contribute to executive decision-making across all aspects of the trust;
- Be a strong leader and mentor to the team; and
- Identify risk, offer mitigations and operate in accordance with NMoWIT vision and values.

He kōrero mōu - About You

To be successful as the Operations Manager, you will ideally have solid experience in a senior leadership role and will display the mana and cultural competency required to strengthen NMoWIT and build meaningful relationships. You will be driven by purpose and opportunity; with your growth mindset your contributions to the Iwi Trust will align with its visions and values. Your nurturing leadership style will mean you work collaboratively with your team at a senior leadership level and on the ground. In executing this, you will bring with you the following skills and experience:

- Proven leadership and capability building ability, you will nurture and grow a high performing team;
- Experience working with iwi and fluency/high degree of confidence in te reo Māori;
- Experience in developing and implementing operation management systems;
- A strong affinity with the vision and values of NMoWIT;
- A strategic mind-set and ability to consider long-term and broader implications of actions and events;

The information contained in the Candidate Brief is to assist candidates in their evaluation of the suitability of the advertised role. Decipher Group Limited accepts no liability for information provided, on behalf of the client, in good faith.

- Exceptional communication and relationship skills with the ability to develop and maintain enduring relationships;
- Strong business and financial acumen; and
- A genuine interest and commitment to the outcomes NMoWIT aims to achieve.

You will be supported by a high performing team. We value the role we play in creating a future for our whānau, hapū, and iwi. We value our people; we foster and environment that promotes learning and development. Do you have the skill, drive and motivation to play a key role in our whānau?

How to apply

To discover more about Ngāti Mutunga o Wharekauri Iwi Trust, visit www.nmow.iwi.nz

For a confidential discussion about the role; contact Sarah Dixon on 022 193 4170 or by email to sarah@deciphergroup.co.nz

Applications close: 26th April 2022



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Ngati Mutunga o Wharekauri Iwi Trust

Operations Manager

Reports to: Chief Executive

Direct reports: IT Manager
Finance Manager
Legal
Communications Manager
Trust Administrator(s) x2
Iwi Ranger
Project Lead – Reo & Education

Purpose of Position

Reporting to the Chief Executive, the Operations Manager is responsible for the development and implementation of sound operational management systems to achieve the strategic direction of the Ngati Mutunga o Wharekauri Iwi Trust (“the Iwi Trust”). The Iwi Trust is required to contribute to the achievement of the vision, values and mission Iwi, therefore, requires the right person to provide quality management support across the entire organisation. This includes the Iwi Trust Board (Governance), the Iwi Trust Office (Operational), the Asset Holding Company (AHC), Iwi, Hapu, Whanau and key stakeholders (internal, external, community, crown, and non-government organisations).

Position Values

This is a key position within the Iwi Trust with responsibilities to the Trustees and Iwi. The Operations Manager will align to the cultural values and aspirations of the Iwi Trust. These are:

- Rangatiratanga (autonomy, self-determination, self-management)
- Tikanga (tika me te pono - ensuring culture and practices are done the right or correct way)
- Whanaungatanga (building, maintaining and strengthening relationships)
- Manaakitanga (welcoming, through the expression of aroha, hospitality, generosity, and mutual respect)
- Kaitiakitanga (guard, protect and care for).

Key Relationships – Internal and External

- Trustees
- Kaunihera Kaumatua
- Direct reports
- Ngati Mutunga o Wharekauri Asset Holding Company (AHC)
- Settlement Governance Group (SGG)
- Iwi beneficiaries
- Iwi members
- Whanaunga Iwi

- Local key stakeholder groups, including but not limited to:
 - Hokotehi Moriori Trust
 - Chatham Islands Enterprise Trust
 - Chatham Islands Council.
- Central and Local Government Agencies on and off Wharekauri
- Crown dignitaries
- Forums, Committees and Groups where their business aligns with the Trust’s guiding principles and kaupapa.

Responsibilities

Accountabilities	Performance Measures
<p>Board Support</p>	<ul style="list-style-type: none"> • Support the CEO to develop, implement, communicate, and review the Iwi Trust’s strategic and operational plans. • Develop and/or implement sound policies, processes, and procedures to support the Iwi Trust. • Develop and implement an ongoing operational strategic plan and accountability plan (for sign off by the CEO), that aligns with the Iwi Trust’s strategic plan and objectives. • Support the CEO by managing the delivery of the Trust Secretary’s tasks, as set out in the Deed of Trust dated 28 September 2004, as amended, and coordinate, advise, and make recommendations to the CEO to ensure compliance. • Ensures that the Iwi Trust complies with all relevant statutory company administration, legislation, regulatory requirements, the Deed of Trust and Board Policies and any non-compliance is dealt with expediently. • Support the CEO by managing the delivery of secretariat duties to the Board. • Support the CEO by planning and coordinating all AGM’s and SGM’s as and when required. • Ensure the Board Packages are distributed in a timely manner. • Meet regularly with the CEO to discuss Iwi Trust matters, decisions, and actions to be made. • Support the CEO with the identification of business risks for the Iwi Trust in accordance with Board policy. • Maintains the risk register to allow identification and rating of business risks within the Iwi Trust.

	<ul style="list-style-type: none"> • Support the CEO by assisting with the review and evaluation of policies, plans, regulations, and legislation where they impact the Iwi Trust. • Support the CEO by coordinating expert advice and the drafting of submissions to be heard. • Support the CEO by recommending how best to respond to opportunities to submit on resource consent and legislative change.
People Resources	<ul style="list-style-type: none"> • Leads and manages a highly effective operations team that is focused on achieving excellence and meeting or exceeding individual and Iwi Trust's short, medium, and long-term strategic objectives. • Ensure the Iwi Trust is fully staffed through a robust process towards talent acquisition, retention, and development. • Support the CEO to recruit, develop, support, and manage a team capable of delivering the Board's strategic and annual objectives. • Work in collaboration with the CEO, to establish and implement Key Performance Indicators (KPI's) for all direct reports. • Complete performance reviews for all direct reports, per Board policy. • Ensures all members of the operations team are regularly and appropriately communicated with, so that they understand the importance of their roles, the function, and the strategic direction of the Iwi Trust and are kept informed of all relevant matters and events. • Provides visible leadership for our brand, values, and culture.
Organisation Management	<ul style="list-style-type: none"> • Manage the operational processes and activity within the Iwi Trust. • Provides operational leadership for all operational functions to ensure the Iwi Trust's smooth and efficient running. • Oversees the improvements to operational processes that will maximise business process efficiencies, effectiveness, and profitability. • Ensures that all administrative tasks and obligations are undertaken, including: Insurances; Fleet Management; Property Management. • Ensures that there are effective and documented internal controls, operational strategies, policies,

	<p>processes, procedures, and information management systems in place and reviewed regularly for all activities that are undertaken within the Iwi Trust.</p> <ul style="list-style-type: none">• Contributes to effective quality control in production and ensures that appropriate quality control standards and procedures are implemented and ensure compliance with contract requirements.• Develops and implements a Communications Strategy to ensure the Board, Beneficiaries and Members are kept informed of key priorities, projects and the Iwi Trust's progress and achievements.• Ensures that there is sufficient equipment, software, databases, and staffing to undertake the Iwi Trust's business and that they are relevant to current needs.• Ensure the Iwi Trust's website and social media platforms are updated and relevant to current needs.• Report regularly to the CEO on any matters including financial management, HR management (including employee matters), health and safety, and risks that require action and provide recommendations as and when required.• Ensure all procedures required for the safe operation of facilities are in place to minimise the risk of damage or loss to the Iwi Trust or its employees.• Conduct annual risk reviews of all operational facilities to ensure risk registers are up to date and high priority items are mitigated or minimised, per Board policy.• Establishes, monitors, and reviews all disaster recovery planning to ensure risks to and continuance of operations is mitigated.• Monitors and reviews the Iwi Trust's Business Continuity plan and reports immediately or as required to the CEO on matters that may affect the Iwi Trust's Business Continuity Plan.• Work in collaboration with the Registrar to: increase beneficiary and member registrations; lead and enhance the membership database; develop a strategy to attract membership (for CEO sign off), and report outcomes to Iwi.
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Financial Management	<ul style="list-style-type: none"> • Work in collaboration with the CEO to manage the fiscal activity, including budgeting, reporting, auditing, and compliancy for all operational functions of the Iwi Trust. • Work in collaboration with the Iwi Trust's accountant to ensure there is a robust financial & accounting system, controls and reporting in place, including forecasting and budgeting models, and business performance reports. • Develop and implement the annual budget in line with the annual plan for CEO sign off. • Reports monthly to the CEO on the Iwi Trust's overall operational and financial performance. • Ensure financial delegations are consistently applied.
Health and Safety	<ul style="list-style-type: none"> • Leads a workplace culture supporting the health and safety of all staff and other parties who come on to the Iwi Trust's place of work and report immediately or as required to the CEO on matters of health and safety. • Work in collaboration with the CEO to ensure that all health and safety policies and systems are relevant for current needs, are compliant, and in accord with the overall objectives of the Iwi Trust. • Proactively models behaviours that support the health and safety policies of the Iwi Trust. • Holds direct reports to account to ensure that they also proactively model appropriate health and safety behaviours.
Relationship Management	<ul style="list-style-type: none"> • Effectively represents the Iwi Trust by delivering consistent messages on its role, priorities, strategic and operational objectives. • Communicates and advocates in a way that strengthens the Iwi Trust's profile, visibility, credibility, image, and reputation. • Support the CEO to ensure that the Iwi Trust is represented effectively at all forums. • Ensure the rights and interests of Ngati Mutunga o Wharekauri are protected and provided for. • Maintains relationships and ensures regular engagement with on and off-island based entities, organisations, government agencies, groups, committees, forums, and individuals. • Enhances relationships with whanaunga iwi.

	<ul style="list-style-type: none"> ● Supports the CEO by coordinating one of the quarterly hui with the 3 local key entities. ● Support the CEO by coordinating one of (every two years) the bi-annual Chatham Islands Stakeholders Forum.
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Competencies – Attributes and Behaviours

In order to be effective in the position, the Operations Manager shall have and be able to consistently demonstrate the attributes and behaviours described below.

- Commitment to the vision, values and mission of Ngati Mutunga o Wharekauri.
- Ability to build strong networks and maintain effective relationships.
- Actively demonstrates professionalism and is a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Strongly leads by example, provides clear expectations and direction. Causes people to believe that they do makes a difference and uses different leadership styles to achieve objectives.
- Has tenacity in pursuing goals, showing focus and courage in the face of opposition and ensures personal goals are aligned with the Iwi Trust’s values and objectives.
- Demonstrates a strong understanding and commitment to the goals and objectives of the Iwi Trust.
- Displays strong cultural and commercial acumen. Analysis key drivers, opportunities and competitive advantages to develop strategies to benefit the business.
- Strives to keep the Iwi Trust connected and visible through building rapport with key contacts and networking.

Competencies – Skills and Experience.

- Proven leadership and experience in operational management.
- Experience in leading and managing teams.
- Proven ability in planning and reporting.
- Ability to provide strong service and support to the organisation.
- Knowledge of sound operational management practice.
- Good understanding of Government processes.
- High Level of written and oral language skills.
- Effective communication in Te Reo Maori and English.
- A relevant qualification is desirable.



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