



Job Description

Job Title:	Risk and Policy Business Partner
Reports to:	Senior Manager Risk and Compliance
Service:	Corporate Services
Direct Reports:	Nil
Location:	140 Hobson Street, Home Ground

Te Tāpui Atawhai - Auckland City Mission

Ko wai mātou Who we are

Te Tāpui Atawhai Auckland City Mission supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all people and their families. Since our doors opened more than 104 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive workplace where staff feel valued and respected. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

Ratonga - Corporate Services

The Corporate Services team ensures the Mission's back office functions-- including IT, Property, Facilities, Risk, Legal, Compliance, Health & Safety and Business Services-- deliver best value support services to keep kaimahi and whānau safe and to enable the Mission deliver to Aucklanders experiencing need.

Te Kaupapa o Te Tūranga - Position Purpose

The Risk and Policy Business Partner is responsible for supporting the design, implementation, and ongoing improvement of our organisational risk and compliance frameworks. This includes proactively identifying areas of risk and corresponding mitigations, supporting policy development and reviews, managing compliance obligations, and promoting a risk-aware culture throughout the organisation.

This is a cross-functional role that involves working closely with senior leadership, operational managers, and frontline staff.

You will bring a pragmatic, solutions-focused approach, helping the organisation navigate an increasingly complex regulatory, contractual, and societal landscape. This role strengthens organisational capability to understand and respond to the diverse risks that arise in supporting whānau with complex needs. You'll champion values-based, trauma-informed, and culturally grounded approaches to identifying, managing, and learning from risk.

Ngā Kawenga Matua - Key Responsibilities

Risk Partnering

- Maintain and monitor the organisation's risk registers via FlipView and support localised or programme-specific risk assessments.
- Work with managers to identify, evaluate, and mitigate operational, reputational, and strategic risks.
- Partner with leaders to support the development and review of risk appetite statements, policies, and frameworks.
- Identify and escalate emerging risks, trends, and issues to the Senior Manager for consideration and strategic response, including those related to IT/cyber, privacy, health and safety, and climate resilience.
- Partner with the Senior Manager Risk and Compliance and GM Corporate Services to manage the Mission's relationships with relevant external stakeholders.
- Design and deliver internal training and resources to build staff understanding of key compliance topics.
- Develop user-friendly tools and templates to support teams with risk identification and control monitoring.
- Administer the onboarding and induction of new users to FlipView.

Advisory, Compliance & Risk Management

- Track and manage compliance with relevant laws, regulations, contractual obligations, and internal policies. Support with review of significant funding contracts and leases to ensure compliance and minimisation of the Mission's risk exposure.
- Develop and regularly review policies and procedures, and record minutes for the Mission's Policy Review Committee. Manage and review the internal policy library and document control processes.
- Monitor trends in incidents and use data to inform risk mitigation strategies.
- Promote a culture of continuous improvement and encourage learning from both success and failure.

Provide advisory support to the Board and senior leaders on the implementation, monitoring, and review of the organisation's governance risk framework.

Monitoring, Reporting & Continuous Improvement

- Prepare regular reports for the Board, Leadership Team, and Audit and Risk Committee, and attend meetings as needed with guidance.
- Contribute to strategic planning by providing insights into risk exposure and compliance trends.
- Partner with leaders for governance reviews and annual compliance planning processes.
- Lead and support risk and policy audits to ensure compliance, identify improvements, and drive continuous improvement across all operations.

Emergency Management & Incident Response

- Partner in the design, maintenance, and testing of the organisation's business continuity and emergency response plans, and any related documentation.
- Coordinate and maintain the Lead Controller roster. Where required, support staff training on emergency roles and regular safety drills.
- Support the investigative response to serious incidents, complaints, and breaches—facilitating root cause analysis and corrective action planning.

Tikanga - Culture and relationships

- Demonstrate through actions commitment to Te Tiriti o Waitangi and the Mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
- Demonstrate Cultural Safety principles when engaging with Māori: (Reflective Practice; Minimise Power Imbalance; Awareness of Colonisation; Appropriate Communication).
- Demonstrate cultural awareness when engaging with all people.
- Demonstrate empathy and understanding of issues including colonisation in NZ, trauma, mental health, addiction, poverty and homelessness.
- Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels.
- Advocate for social justice, improved social conditions and a fair sharing of the community's resources

Health and Safety, Quality and Compliance, Ethics

- Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil Te Tāpui Atawahi Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity.
- Lead a culture of positive and engaged health and safety practice. Meet requirements of health and safety policy and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all.

Other

- Comply with any other reasonable request from your manager or team leader.

Ngā Whēako – Ngā Tohu Mātauranga
Qualifications, Experience, Knowledge and Skill Requirements

The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae, Church, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.

If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.

Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
• Commitment to actively uphold Te Tāpui Atawhai - Auckland City Mission Te Tiriti o Waitangi policy and strategy. • Proven experience applying te Tiriti o Waitangi into organisational practice. • Empathy and understanding of issues including impacts of colonisation on Māori, trauma, mental health, addiction, poverty, food insecurity and homelessness. • Values aligned to the Te Tāpui Atawhai Auckland City Mission brand and culture. • Ability to work successfully within an NGO environment. • A relevant tertiary qualification and/or equivalent experience. • Willingness to advocate for improved social conditions and a fair sharing of community resources. • Excellent administrative and organisational skills. • Excellent written communication skills. • Ability to collaborate and work as part of a team.	• At least 2–4 years' experience in a risk, compliance, internal audit, or regulatory advisory role. • Familiarity with quality and assurance frameworks • Experience working within the ISO 31000 framework and any other related standards. • Understanding of the New Zealand legal and regulatory environment, particularly as it relates to not-for-profits and charities. • Excellent analytical and critical thinking skills with the ability to identify risks, evaluate impacts, and propose practical solutions. • Clear and confident communication skills, with the ability to engage a diverse audience from board level to frontline kaimahi. • Strong organisational and time-management skills, including the ability to manage competing deadlines. • Experience in the community, health, or social services sector.

Haere Mai - Why join us?

Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.

Career Growth: Access to professional development and internal career progression opportunities.

Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.

Tō Mātou Kaupapa Our Mission: We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

Tō Mātou Kitea Our Vision: A Tāmaki Makaurau where everyone can thrive.

OUR IMPACT STATEMENTS

- Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau.
- Everyone has access to enough good kai to sustain themselves and their whānau needs.
- Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.