

**Job Description**

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| **Job Title - :** | General Manager Corporate Services |
| **Reports to -** Manutaki | CEO/Auckland City Missioner |
| **Service -** | Corporate Services  |
| **Direct Reports**  | 14 Head count 12 FTE |
| **Budget:** | TBC |
| **Location -** Wāhi**:** | 140 Hobson Street, HomeGround |

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| **Te Tāpui Atawhai – Auckland City Mission** **Background - Ko wai mātou** |
| Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. 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. 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 that’s a complex journey with our full support.The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going. Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. This commitment underpins our work and is foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected. |

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| **Position Purpose - Te Kaupapa o Te Tūranga**  |
| The GM Corporate ensures the Mission’s IT, Property, Facilities, Risk and Business Services deliver best value support services to enable the Mission deliver to Aucklanders experiencing need. The role is accountable for managing the Mission’s property portfolio and providing leadership to the back-office functions including IT, Facilities, Business Services, legal compliance and contract management. This role will also create and implement a knowledge management process throughout the organisation.As a member of the leadership team, they contribute to the building of a culture based on the Mission’s values and supportive of all staff to grow and perform to their ability.  |

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| **Key Responsibilities – Ngā Kawenga Matua** |
| **Service Leadership*** Contributes to the leadership of the organisation including role modelling a culture that embeds the Mission’s values of Manaakitanga. Atawhai, Rangapū and Manatika/Mana Orite and demonstrates through actions commitment to Te Tiriti o Waitangi.
* Contributes to building a strong collaborative leadership team that ensures decision making is well informed, timely and rigorous, performance is well managed, and the organisation is well led.
* Contribute to the development and implementation of a transformative strategy that supports Aucklanders who are in need.
* Communicates the Mission’s strategy so that everyone understands their role in achieving its goals and objectives.
* Ensures that any racism, inequities and culturally inappropriate behaviour at the Mission are addressed.
* Partners with the GM Māori to grow and embed Te Ao Māori, extend Māori capabilities and privilege Māori ways of working.
* Provides leadership to the Corporate Services team and ensures all staff are well managed in line with Mission HR policies and practice.
* **Strategic Data Project Leadership**: Lead and oversee a critical, high-priority strategic data project that will significantly impact the organisation's long-term goals. This project will require ongoing attention and active support from the Senior Leadership Team (SLT) to ensure alignment with The Missions objectives, seamless execution, and successful delivery.

**Operational Effectiveness*** Ensure the Mission has effective ICT systems and processes in place to ensure best value for money and effectiveness.
* Ensures the Mission is compliant with all legal and statutory obligations (shared with GM OD and CFO).
* Manage the Mission’s property portfolio and ensure that it is best fit for purpose and best value for the people the Mission serves.
* Develop and implement effective maintenance for Mission properties both owned and leased.
* Ensure all Mission Properties meet required legislation/regulation and insurance requirements including Building WOFs and fire evacuation standards.
* Develop and maintain a fixed assets management system and plan including a fixed asset register and oversight for all assets, including building, vehicles and ICT equipment.
* Develop and maintain a knowledge management system.
* Ensure performance expectations/goals are established with staff and annual performance reviews completed to ensure people are provided with timely feedback, effective training, development and support.
* Build and maintain strong, professional relationships with landlords, negotiating lease terms, addressing property-related concerns, and ensuring compliance with lease agreements to support smooth operational continuity.
* Standardisation: Drive the development and implementation of standardised processes, tools, and methodologies across departments to ensure consistency, reduce complexity, and increase efficiency.
* Simplification: Identify areas of operational inefficiency and work proactively to simplify workflows, eliminate redundancies, and streamline systems to improve overall productivity and reduce costs.
* Consolidation: Champion initiatives to consolidate systems, platforms, or processes to reduce fragmentation, enhance integration, and create a more cohesive and effective environment. Ensure that resources are optimally aligned to support The Missions objectives and drive continuous improvement.

**Emergency Response*** As the General Manager of Corporate Services, you will play a critical role in overseeing and managing emergency situations.
* Lead Controller – you will facilitate and participate as a “Lead Controller” for Auckland City Mission. This requires on call shifts in case of an emergency.

**Compliance*** Lead a culture of positive health and safety practice and meet requirements of health and safety policies
* Manage services and people within budget and delegated authorities, achieving best value for money
* Ensure the Mission complies with all legal and regulatory requirements and governance protocols.

**Risk & Legal Management:*** The **General Manager of Corporate Services** will be responsible for identifying, assessing, and mitigating potential risks across all areas of corporate operations. You will play an essential role in safeguarding the organization’s assets, reputation, and operational integrity.
* **Risk Mitigation Strategies:** Develop, implement, and continuously improve risk management policies, procedures, and controls. Ensure that strategies are in place to minimize exposure to key risks, including those related to business operations, compliance, and safety.

**Compliance & Legal Risk:** * Ensure that Auckland City Mission are compliant with relevant laws, regulations, and industry standards. Work with the legal team to monitor changing regulations and ensure the Mission is always prepared to meet compliance requirements.
* Manage regular risk reports to the senior leadership team, including updates on risk exposure and mitigation efforts. Ensure clear communication of key risks and risk management strategies to stakeholders across the organization.
* Serve as the primary conduit between internal teams and the legal department, facilitating clear communication, ensuring timely resolution of legal inquiries, and coordinating the review and approval of documents and contracts.
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| Essential - Ngā Pūkenga Nui |
| * Bachelor’s degree in business, IT, Law or related field.
* Significant, proven leadership experience in not-for-profit leadership and in leading a multi-functional team.
* Specialist knowledge in one either IT or property.
* An excellent communicator at all levels in the organisation, with strong oral, written, and persuasive skills.
* Well-honed analytical skills for tracking, measuring, and reporting on performance.
* A high level of personal and professional integrity and accountability.
* Good judgment, negotiation, and decision-making skills.
* Demonstrable experience of implementing operational processes and continuous process improvement.
* Experience of financial and cost centre management, including budget and forecasting capabilities.
* Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.
* An appreciation of the multi-cultural nature of both New Zealand and the Mission’s staff, volunteers, and clients.
* Ability to advocate for social Justice, improved social conditions and a fair sharing of the community’s resources.
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| **Why join us?** – Haere mai |
| **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 to build skills with a great brand.**Supportive Environment:** Engage with a diverse network of colleagues and participate in culturally enriching events and activities.**OUR MISSION - Tō Mātou Kaupapa**.We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.**OUR VISION - Tō Mātou Kitea**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 them and their whānau needs.
* Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse.
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