



JOB DESCRIPTION:

POSITION	Kaihautū Whakahaere – Operations Manager
HOURS OF WORK	37.5 per week
TERM	Full time, permanent
SALARY	\$69-\$74,000
RESPONSIBLE TO	General Manager(s)

INTRODUCTION

Community Law Wellington & Hutt Valley (CLWHV) is a registered charity, providing free legal advice and information for those in our community with unmet legal needs. Our vision is for a society where those with least resource have as much as, or more, access to justice than those with the most. We have two offices, one in Te Awa Kairangi (Lower Hutt) and one in Whanganui a Tara (Wellington City). This position is primarily based at our Wellington city office, but involves responsibilities that cover all of our operations.

The Operations Kaihautū works closely with the General Manager(s). Their primary responsibilities are oversight of HR, finances, and office administration, and they also collaborate on policy and publicity for the organisation. The Kaihautū Whakahaere has specific responsibility for the Operations team, namely staff in reception and the TAK Office, which is a team of 4 direct reports.

ACCOUNTABILITIES

Kaihautūtanga

As a Kaihautū of the Operations team, this position has the following leadership responsibilities for their direct reports:

- Making decisions, in a collaborative and inclusive manner, on such areas as annual leave, time off in lieu, and allocated professional development budget
- Ensuring that team members have a manageable workload by having regular check-ins and brainstorming ways to problem solve workflow
- Facilitating collective decision-making processes within the team and leading advice seeking processes with the wider organisation when proposals come from within the team
- Upholding the team culture and values
- Upholding the organisational culture and values as a role model in the team
- Feeding into the development of organisational culture and development
- If required, working with the General Manager to support and manage staff when there is a misalignment between expectations and outcomes
- Supporting team professional development
- Making decisions on allocation and management of work as appropriate, with input from team members
- Provide reports to the Board as required.

Finances

The Operations Kaihautū has oversight responsibility for the daily incomings and outgoings of CLWHV finances. The daily workload is done alongside our in-house Ringakaute whom the Kaihautū Whakahaere supervises. This includes:

- Weekly processing of Payroll
- General accounts payable and receivable
- Keeping organised records of financial documentation
- Submitting our GST returns and statements to Inland Revenue and Charities Services
- Preparing financial reports once every two months for Board hui
- Participating in the annual audit
- Other general financial administration tasks as they arrive.

Human Resources

The Kaihautū Whakahaere is accountable for providing HR support to the organisation. This requires them to work closely with all Kaihautū to deliver the following:

- Recruitment, including:
 - Writing and updating job descriptions
 - Planning, coordinating and administering recruitment processes in collaboration with the relevant Kaihautū
 - Preparing and storing employment documentation in line with our legal obligations
 - Assisting the relevant Kaihautū with new staff induction
- Providing support to the relevant Kaihautū regarding employment conditions and contracts
- Providing Kaihautū with support in delivering on the needs of tangata whenua in a Te Tiriti based context in providing a safe and responsive work environment
- Providing Kaihautū with support in delivering on the needs of marginalised groups, such as disabled people or the queer community, in providing a safe and responsive work environment
- Providing support to other Kaihautū on professional development options for their team
- Contributing to the development of policies with an HR focus, including writing content.

Office Management

The Operations Kaihautū has oversight responsibility for the management of the office needs of Community Law. This includes a range of tasks, such as:

- Overseeing the administrative and front-of-house roles to ensure timely completion of data entry, ordering office consumables, and receiving general enquiries
- Weekly meetings with the General Manager(s) to identify organizational priorities for ops work
- Overseeing the production of our pamphlets, posters, business cards, signage, and Annual report
- Preparing funding applications, upholding reporting obligations, and contributing to accountability reports
- Contributing to oversight, review, and update of the Policy Manual
- Attending governance meetings when required, and occasionally preparing reports

- Liaising with our funders, service providers, and community stakeholders
- Miscellaneous operational tasks as required by the organization.

OTHER TASKS

The Operations Kaihautū will have shared responsibility for a range of work responsibilities performed collectively by staff at CLWHV. This includes:

- Upholding Te Tiriti o Waitangi and contributing productively to bicultural practise at CLWHV
- Attend staff meetings as required
- Upholding the contract between CLWHV and the Ministry of Justice, including working towards our outcome targets, and contributing to reporting
- Providing input into CLWHV's daily operations, policies, systems, and strategic planning
- Contributing positively to CLWHV's publicity and reputation
- Demonstrating excellent communication, responsibility, and accountability at all times
- Adhering to CLWHV's policies.

SKILLS AND QUALITIES WE SEEK

Execution	Relationships	Personal Qualities
<p>Decision-making</p> <ul style="list-style-type: none"> • Makes timely, sound decisions. • Identifies information required • Applies sound analytical frameworks to decision-making • Applies sound judgement 	<p>Building Relationships</p> <ul style="list-style-type: none"> • Understands and is committed to te Tiriti o Waitangi. • Collaboratively builds strong relationships with community organisations sharing expertise and information. • Collaboratively builds strong relationships with other members of the wider Community Law team • Good networking and influencing skills. • Sensitivity to Tikanga Māori and Te Reo Māori. • Adapts approach to meet the needs of New Zealand's many ethnic groups. 	<p>Adaptability/Personal Effectiveness</p> <ul style="list-style-type: none"> • Displays energy, optimism and resilience • Manages own health and well-being • Demonstrates flexibility, reliability and adaptability • Maintains effective performance
<p>Planning</p> <ul style="list-style-type: none"> • Prioritises and allocates work for self and team • Ensure the delivery of results 	<p>Communication</p> <ul style="list-style-type: none"> • Listens and checks for understanding • Understands and meets the needs of the audience • Information delivery is well-organised and presented 	<p>Self-Management</p> <ul style="list-style-type: none"> • A high level of initiative and motivation. • Ability to work under pressure and cope with competing demands. • Ability to work without close supervision.

	<p>Leadership</p> <ul style="list-style-type: none"> • Guides, supports, coaches and motivates the team • Works collaboratively with others including staff and volunteers in a collaborative way, sharing expertise and information. • Leads in a manner consistent with the values of CLWHV • Clearly defines accountability and responsibility for members of the team • Takes into account individual capabilities when delegating projects and tasks • Uses effective interpersonal skills • Creates an environment conducive to learning and growth 	<p>Work Quality</p> <ul style="list-style-type: none"> • Balances quality, cost, timeliness and agreed expectations • Achieves high quality results • Facilitates an environment of excellence
<p>Professional/Technical Skills</p> <p>The successful applicant will benefit from possessing some or most of the following attributes:</p> <ul style="list-style-type: none"> • Experienced and skilled in administration • Financial literacy and experience with budget management • General computer literacy including with Microsoft Office suite • Ability to work within a community development model • Experience using both Xero and Adobe Indesign are ideal but not essential • Understanding of, and ability to apply, the principles of Te Tiriti o Waitangi • Knowledge of te reo Māori me ōna tikanga • Experience in kaupapa Māori organisations • Experience in recruitment, conflict resolution, training, or other aspects of HR • Some knowledge of employment law and a strong commitment to workers' rights • Working knowledge of the issues facing many groups of people around Aotearoa, especially pertaining to experiences of justice and employment (<i>for example disabled people, queer communities</i>) • Community group experience • A commitment to our philosophy, including a commitment to biculturalism and assisting to promote working practices consistent with CLWHV's strategic and constitutional goal of Te Tiriti-based operation. 		

We expect all trustees, staff and volunteers to implement our core constitutional values:

- a. **Rangatiratanga** (independence self-determination, ownership) Effective rangatiratanga results in empowered clients, staff and volunteers with confidence, independence, and a voice.
- b. **Manaakitanga** (support, caring). Effective manaakitanga results in staff, volunteers and clients who feel respected and welcomed.
- c. **Kotahitanga** (unity, solidarity, collective action). We work in partnership with Tangata Whenua on providing legal services. Our people are stronger collectively than individually, and diverse voices are heard.