

# Position Description

<b>Position Title:</b>	Principal Operations Advisor
<b>Support Function:</b>	Operations
<b>Reports to:</b>	General Manager Service Delivery
<b>Last review date:</b>	September 2023

He huanui orange mo ngā mokopuna whakatipuranga roto i ngā hapori heke iho, heke iho  
*Setting the path of wellness in our communities for the early years, for generations to come*

## Plunket Strategy

We are committed to our vision for our tamariki and whānau and the future, and most importantly, to our goals of Pae ora and delivery of all our services equitably by 2025.

Our strategy is the guiding kaupapa for Whānau Āwhina Plunket. It sets out vision, goals, and priorities for the coming five years, and the uara (values) we will hold close: māia, māhaki, tūhono and manaaki. Our strategy also reaffirms our commitment to Te Tiriti o Waitangi

## Overview of the Operations Function

This role is part of the Operations team which delivers Plunket services to whānau and families right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help whānau and families to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we're here to support families and whānau and families for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whānau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

## Purpose of the Position

The Principal Operations Advisor is a trusted advisor to the General Manager Service Delivery, wider Service Delivery Leadership Team and the organisation, providing strategic and practical advice to assist with delivering on our organisations strategic priorities.

The role has a strong focus on performance improvement and works closely with Support Office functions to implement business plan initiatives into Service Delivery. The role will be engaged in key development and transformation initiatives.

The role holder develops, maintains, and monitors those business systems and processes that enable the Operations function to track, monitor and update day to day business activities and requirements for service delivery at a national level.

## Dimensions of the position

<b>Responsible to:</b>	General Manager Service Delivery
<b>Delegations:</b>	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
<b>Functional relationships:</b>	To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:

### Internal:

Internal relationships are with but not limited to the following groups:

- Regional Operations Managers and their direct reports
- Head of Customer Care
- Plunket Line Manager
- Chief Nurse and their direct reports
- Ngā Pou Hihiri
- Head of Data & Insights
- Head of Funding, Partnership and Brand
- Property and Support Advisors
- Financial Controller and Finance Business Partners

### External:

Health NZ. From time to time, you may have contact and engagement with customers, providers and agencies who support, receive services from or provide funding for Whānau Āwhina Plunket as the job requires.

## Key accountabilities

(Some will be unique to the position; others will be common across the organisation and level within the organisation.)

### Planning and Reporting

- Lead service delivery business planning and annual budgeting process to support the achievement of operational KPI's and performance goals.
- Monitor and report on performance including operational risks, insights, and opportunities around performance improvement.
- Provide strategic advice to the General Manager Service Delivery on any aspect of service delivery performance to support the achievement of our strategy and pro-equity goals.
- Develop, collate, and complete monthly reporting and any ELT reports or briefs for Governance or other forums.
- Draft papers for submission into Executive forums, including Board on behalf of the General Manager Service Delivery.

- Provide national support and oversight of quality monitoring or compliance activities and reporting.

### **Service Delivery Improvements**

- Work in collaboration with wider corporate functions to develop and maintain systems and processes that enable and support service improvements including the implementation of national improvement initiatives.
- Identify areas for improvement to systems and processes including the intersection of national PSO and Operations specific systems and processes.
- Work across corporate functions on behalf of Operations to assist in the alignment and monitoring of property, ICT, finance (including budgets), risk, compliance, communication and people systems, processes, and issues.
- Identify and escalate opportunities for policy, process, or service delivery improvements.
- With the Executive Assistant, support the development and co-ordination of workshops related to Operations or projects being led or sponsored through the Operations Business Unit at a national level including co-ordinating and monitoring implementation activity.

### **Policy Development**

- Work collaboratively with key stakeholders to provide National oversight of Service Delivery policy development and updates to ensure consistency and alignment across the organisation with strategic priorities.

### **Innovation**

- Contribute to any initiatives related to organisational change and transformation as required. This is an emerging area for future development and will be balanced with other Business as Usual activity.

### **Leadership:**

- Provide relief support to the Operations team members to enable continuity of service delivery and the management of Health, Safety and Wellbeing for the whole team.
- Engage in, support, and align to leadership development activity including attendance at the Leaders and other national forums.

### **Relationship Management:**

- Develop and maintain strong internal and external relationships that enable and support the flow of information and support between and across functions.
- Identify and develop potential areas of relationship development across the Operations Business Unit and develop and maintain systems to track and monitor the development and maintenance of relationships with critical stakeholders.
- Able to have difficult conversations, and challenge thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
- Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focussed.

### **Health & Safety**

- Manage your own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
- Ensure your own and others' safety at all times and observes health and safety practices in all workplace activities

- Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and reports all incidents, accidents, and near misses in accordance with policy

#### **Position description and scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time-to-time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

### **Person Specification**

#### **Qualifications and Background**

- Tertiary qualification in business, policy, or related discipline or relevant experience in a similar role with proven performance and results
- Current full driver's license

#### **Experience, knowledge, and skills (including Technical Competencies)**

- Demonstrated ability in the gathering, analysis and presentation of quantitative and qualitative information
- Ability to critically assess, challenge information, analyse situations and develop solutions
- Demonstrated ability to write and construct formal papers and documents suitable for Executive or Governance audiences.
- Experience in continuous improvement frameworks and project management disciplines is an advantage.
- A strong understanding of planning, performance and reporting, risk management, business continuity planning, continuous improvement, and assurance processes.
- Good skills in the use of excel, word and associated Microsoft tools and databases generally.
- Can successfully navigate through ambiguity, challenge information, analyse situations and develop solutions
- Are a strategic thinker who can recognise and understand the context they are working in.
- Highly developed influencing and negotiation skills
- Outstanding verbal and written communication skills.
- Demonstrated experience in managing multiple deadlines and priorities.
- Understands the principles of Te Tiriti o Waitangi as they apply to work of Whānau Āwhina specifically.

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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Role title

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Date

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Manager role

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Date