

Standards New Zealand Position Description

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| Position | Acting General Manager Corporate Services |
| Business unit | Corporate Services |
| Reporting to | Chief Executive |
| Direct reports | Systems Development Manager ICT Infrastructure Manager Human Resources and Office Manager Chief Financial Officer (dotted line to the Chief Executive) Corporate Marketing and Communications Manager ISSP Programme Director (part time role) |
| | This role will operate from September 2010 to the end of February 2011 unless advised otherwise |

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| Introduction | <p>Standards New Zealand is recognised as New Zealand's national Standards body. We operate nationally, regionally, and globally to advance New Zealand's economic and social well-being through Standards solutions.</p> <p>Our vision New Zealanders are more prosperous, safer, healthier, and have more convenient lives through the impact of standards solutions – they value the contribution standards solutions make.</p> <p>Our mission To improve New Zealanders' lives – people across all sectors contribute to the development and implementation of standards solutions.</p> <p>Our values We have integrity – our dealings are transparent and honest. We are a team – we value our relationships with each other and with you. We are professional – we work with the community to provide products and services we can all rely on. We are dynamic – we are forward thinking and provide creative solutions.</p> |
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Functional working relationships

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| Internal | <ul style="list-style-type: none"> • Senior leadership team • Solutions team • Customer Services and Sales team • Strategic Development and Innovation Centre |
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| | <ul style="list-style-type: none"> Standards Council through Chief Executive |
| External | <ul style="list-style-type: none"> CEO's and senior managers in clients' organisation. Stakeholder organisations both government and NGO. The Standards Council and the Audit and Risk Sub-Committee Contacts within organisations applicable to the role including Audit New Zealand and Telarc |

Job scope – main purpose of position

During this time, you are expected to maintain the high level of internal corporate services that are currently provided through our Corporate Services team lead by 6 experienced specialist managers including the Chief Financial Officer. This is maintenance versus developmental role, although your advice about continuous improvement will be valued

As a key member of a cohesive senior leadership team you will play a significant role in the development and implementation of organisation-wide strategies, including transforming the business through dynamic and inspirational leadership.

You will be responsible for two of Standards New Zealand's key stakeholders:

1. Our staff, and
2. The Standards Council including the Audit and Risk sub committee.

Your responsibilities will also include Mentoring, leading, and motivating the Corporate Services team of professional services specialists providing services across the organisation including human resources and office functions, corporate marketing and communications, finance and information and technology services.

Key accountabilities

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| Corporate Services team leadership | <ul style="list-style-type: none"> Lead the team of specialists providing services across the organisation Manage people and other resources to effectively and efficiently achieve agreed personal and organisational goals with high client satisfaction, within budgeted expenses Maintain effective liaison with all parts of the organisation Achieve budgeted sector specific revenue Maximise revenue and product sales via all channels Lead the investigation (in collaboration with the business owner and the ISSP Programme Director) of new technology and enhancements that can increase revenue and improve the overall customer experience and satisfaction |
| Resource management | <ul style="list-style-type: none"> Work with the CFO to prepare financial and business |

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| | <p>reports for the Corporate Services team to provide transparency and insights to the senior leadership team, together with recommendations for performance improvement</p> <ul style="list-style-type: none"> • Ensure appropriate policies and procedures are in place to achieve appropriate consistency and control • Interpret and apply company/corporate policy as it affects the Corporate Services team to ensure that all policies are adhered to • Develop appropriate short term plans to manage the resources of Corporate Services effectively and within agreed budget including human resources and office services, financial services, information and technology, office services, and corporate marketing and communications • Work with the Corporate Marketing and Communication team to successfully implement the Standards Council brand strategy |
| Strategic leadership | <ul style="list-style-type: none"> • Contribute to the senior leadership team’s development of long-range strategies and business plans • Participate as a member of the senior leadership team working with the Chief Executive in active management of the organisation to achieve key performance results as agreed with the Standards Council • Assist with implementation of approved strategies and plans within organisation guidelines • Maintain awareness of current market, economic, technology, and political trends to maximise opportunities and minimise risk • Promote cross-functional service delivery • Champion Standards New Zealand’s outcome focused operating model • Contribute to the organisation’s continuous improvement programme • Promote cross functional service delivery and the use of plain English in all Standards New Zealand written material |

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| Business strategy development | <ul style="list-style-type: none"> • Contribute to the development of overall business strategy and long term business planning. Business ownership of key projects impacting on the Corporate Services team and others as agreed with the Chief Executive • Delivery of the IT strategy in conjunction with the ISSP Programme Director for the business owner |
| Standards New Zealand Leadership | <ul style="list-style-type: none"> • Display consistent, effective and motivational leadership across the organisation that empowers people and provides a platform for growth and development • Provide inspirational leadership to all roles in the Corporate Services team • Provides a strategic thinking contribution to the senior leadership team |
| Continuous improvement | <ul style="list-style-type: none"> • Contributes to continuous improvements of business processes, systems and policies primarily within Corporate Services. |
| Standards New Zealand Values | <ul style="list-style-type: none"> • Consistently and actively lives and promotes the values of the organisation and inspires others to do the same |

Person specifications

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| Experience | <p>You should be able to demonstrate:</p> <ul style="list-style-type: none"> • Significant experience leading and managing a corporate services operation - ideally this should cover all the disciplines of finance, ICT, corporate communication, marketing, human resource and office functions • An in-depth understanding of public/state service requirements, information and processes • Exceptional interpersonal skills with proven ability to engage with people across a small organisation • A record as a strong team player who is prepared to modify their personal efforts and objectives for the greater good • Excellent judgement and problem solving ability acknowledged by your work with senior executives • That you are a quick learner |
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| Qualifications | <ul style="list-style-type: none"> • Relevant tertiary qualification (business management, commerce, or related topic) |
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| Core capabilities | <p>These are the core capability levels which the job holder is expected to display. There are up to 6 levels required for some capabilities, with level 1 representing the minimum level required for a given capability.</p> |
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| Leading the team Level 7 | The ability to take responsibility for meeting the needs of the team, keeping staff informed and up-to-date and ensuring clarity around individual roles and expectations. Encourages input and keeps the team motivated and committed to achieving overall objectives. |
| Customer focus Level 6 | The willingness to focus effort on working with external and internal customers to better understand, anticipate and deliver to their needs. |
| Coaching and development Level 6 | The willingness and ongoing commitment to foster the learning and development of others by encouraging them to achieve and balance their work related goals and career objectives. |
| Analytical thinking Level 6 | The ability to apply logical and objective thinking methodologies to decision making and problem resolution. |
| Judgment and decision making Level 6 | The ability to use information, apply experience and apply judgements to make sound and timely decisions which add value to the organisation. |
| Relationship development and management Level 5 | The ability to identify, build and maintain short and long term relationships, internal and external, that will contribute to achieving business objectives. |
| Strategic thinking Level 5 | The ability to see the big picture in order to achieve long term goals. |
| Teamwork Level 5 | The willingness to work in a cooperative and helpful manner with other team members, focusing on team as well as individual goals and actively assisting team members towards the achievement of a common goal. |

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| Job holder signature | | Date | |
| Manager signature | | Date | |

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| Version last updated | August 2010 |
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