

POSITION DESCRIPTION

Position title:	Operations Manager
Reports to:	Board of Trustees
Direct Reports:	Operational Team (People, H&S, Accounts, Comms, Education & Outreach, Research, Admin & Project support)
Contract Term:	April 2022 – March 2024
Location:	Wānaka

1. PURPOSE OF POSITION

Based in Wānaka and reporting to the Board of Trustees the Operations Manager is a vital part of WAI Wānaka's leadership team and responsible for managing day to day operations.

Working collaboratively with the Programmes Manager and Partnerships and Resources Manager, you will provide inspired leadership, develop strategy, and align operations and people to deliver action across our environmental programmes.

The Operations Manager is responsible for managing daily operations including developing and managing operational plans and budgets, facilitating process innovation, creating cross-functional alignment and accountability between people, processes and systems and fostering a purposeful culture that aligns with our values and beliefs.

2. WAI PURPOSE, MISSION & VISION

WAI Wānaka is a charitable trust whose purpose is accelerating action for our fresh water. We are working together to empower communities to understand their water, their environment, and their impact so that we can achieve our common goals for healthy ecosystems and community wellbeing for future generations.

The Operations Manager will align the organisation and its people to our purpose, mission, and vision.



3. VALUES AND BELIEFS

Our values and beliefs define who we are, how we work together, with others and with the environment. The Operations Manager will foster a culture that aligns with our values and beliefs.

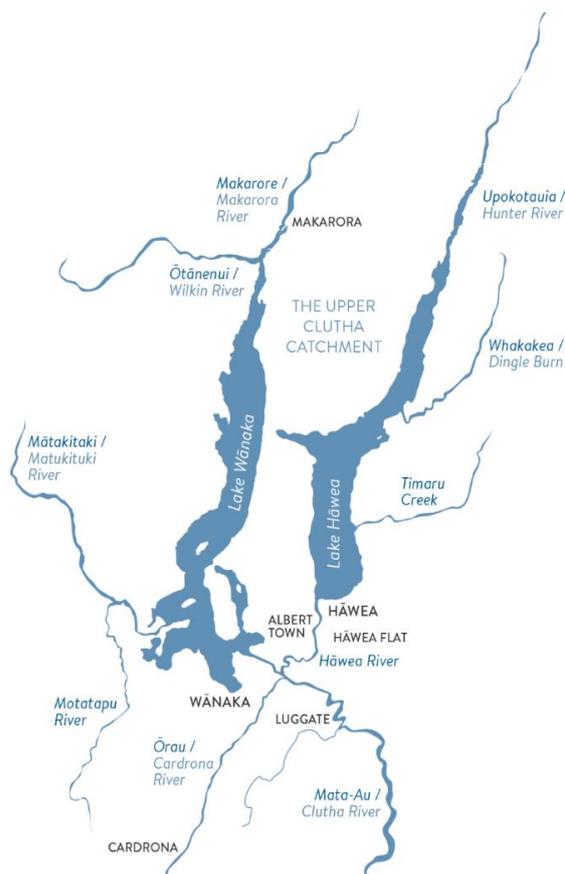
Leadership Ownership Action	Act like the leaders we are: We take ownership of our vision to help us stay focused. We think big to ensure our work is effective. We take action to deliver enduring positive outcomes for our water.
Data Knowledge Outcomes	We're outcome and future focused: We are solution finders, proactive and open to new opportunities to enhance our work. We involve experts and use the best information and data available to advocate for change and inform decision making.
Team Collaboration Trust	We create change through trust-based partnership: We are a diverse team. We work collaboratively to achieve change and encourage others to join in on the journey. We listen, learn from others, share knowledge and communicate constructively.
Whole of ecosystem	Ki uta ki tai - From the mountains to the sea: We take a whole-systems approach to the sustainable management of water. By caring for our place, our community ensures that problems in our catchment are not passed on to those downstream.
Whole of Community	Kaitiakitanga: From business to recreation, rural to urban, resident to visitor - we bridge the gaps. We believe that each of us has a part to play in embracing the principles of guardianship and stewardship of the land and water for the benefit of future generations.

ABOUT WAI WĀNAKA

WAI Wānaka started as a group of passionate volunteers in 2016 and is now a bustling workplace of more than 40 people.

The WAI Wānaka team care deeply about the work we do and the impact it has on the community and environment. The responsibility for our waterways, expressed in the concept of Ki uta ki tai (from the mountains to the seas), is especially important in the Upper Clutha, given our location at the headwaters of the mighty Mata-Au (Clutha River).

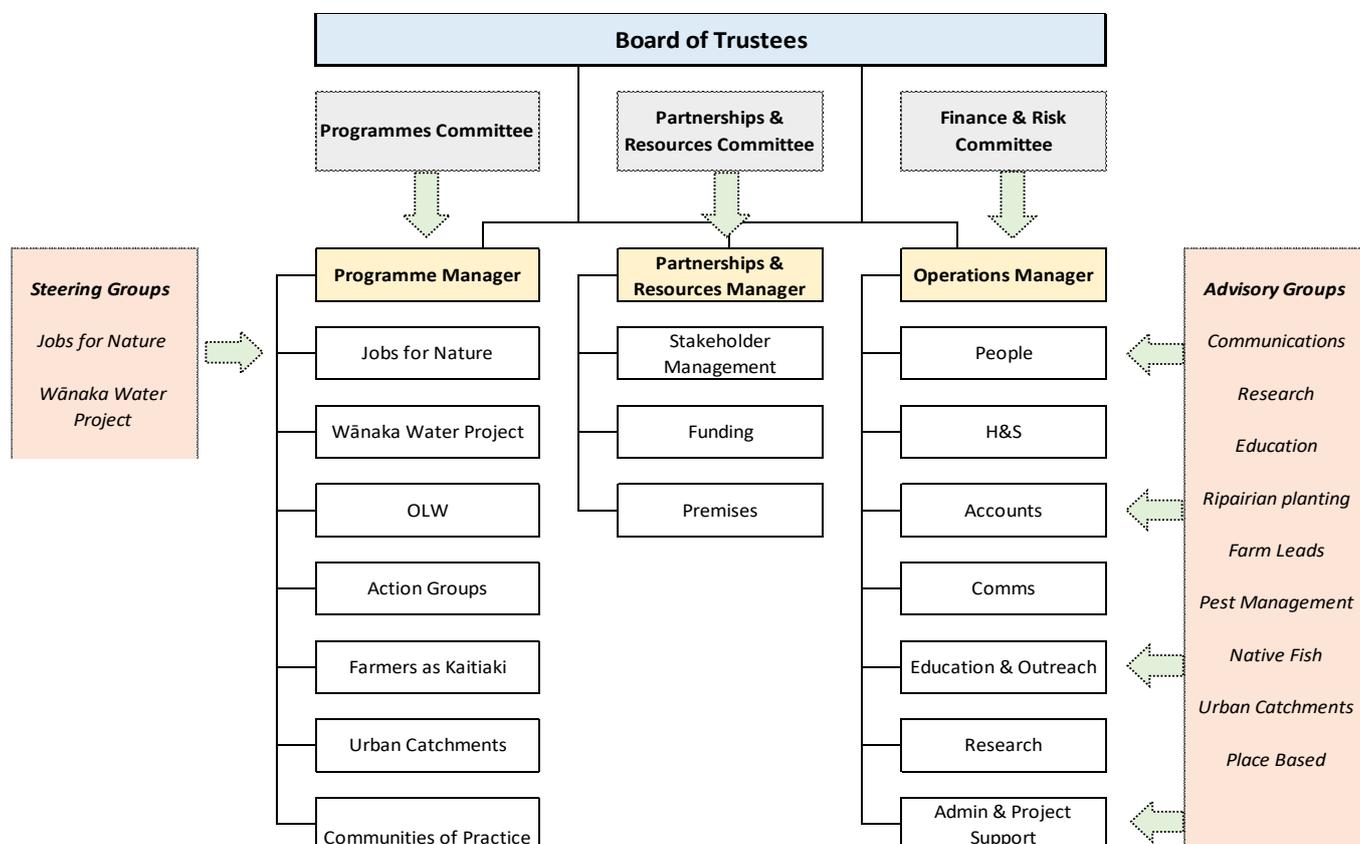
WAI Wānaka fosters a purposeful work environment supported by effective systems and processes. We promote good wellbeing offering flexibility in work schedules and work from home opportunities which align with an employee's desire to meet their family and personal commitments, enjoy their community and the many outdoor activities that the Upper Clutha provides.



Upper Clutha Catchment as defined by WAI Wānaka

4. GOVERNANCE and ORGANISATIONAL STRUCTURE

WAI Wānaka is governed by a Board of Trustees supported by Board Committees and Specialist Advisory Groups. Major projects are governed by steering groups involving key stakeholders as members. Our organisational structure provides good governance, supportive management and promotes innovation, collaboration and purpose.



5. KEY RELATIONSHIPS

KEY RELATIONSHIPS	TYPICAL NATURE OF CONTACT
Board of Trustees	<ul style="list-style-type: none"> Reporting and taking direction from the Board.
Committees and Specialist Advisory Groups	<ul style="list-style-type: none"> Member of committee and advisory groups. Working collaboratively with committee and advisory group members to govern WAI Wānaka and formulate ways to bring best practise and vision into action.
Programmes Manager Partnerships & Resources Manager	<ul style="list-style-type: none"> Together you are the leadership team of 3. Working collaboratively to: <ul style="list-style-type: none"> ✓ assess and create opportunities ✓ develop and action strategy ✓ align operations and people to deliver across multiple environmental programmes
Operational Team	<ul style="list-style-type: none"> Manager of the operational team.
Key external stakeholders: ORC, QLDC, government, iwi, DoC, educational and science experts and community groups	<ul style="list-style-type: none"> Stakeholder engagement. Working collaboratively, cohesively and connecting in with external stakeholders to ensure our work has meaning and impact, and that it is not being duplicated elsewhere. Facilitating enduring partnerships and relationships with external stakeholders.

6. KEY ACCOUNTABILITIES

These accountabilities may change from time to time as WAI evolves and direction changes

ACCOUNTABILITIES	PERFORMANCE INDICATOR
Assisting with the development of strategies and implementation of agreed priorities	<ul style="list-style-type: none"> • Taking direction and instruction from the Board and working collaboratively with the Programme Manager and Partnerships and Resources Manager to lead WAI Wānaka with confidence, empathy, and integrity. • Implementing agreed priorities. • Creating, assessing and developing new opportunities, partnerships and programmes which align with our values and beliefs and provide enduring environmental impact. • Leveraging internal and external relationships to inspire action and achieve results. • Developing solutions collaboratively.
Development and management of operational plans and budgets.	<ul style="list-style-type: none"> • Financial planning and analysis. • Turning strategy into operational plans. Developing, implementing and monitoring operational plans. • Setting and tracking budgets. • Preparing monthly management accounts. • Overseeing expenditure.
Ensuring smooth and efficient operations while remaining agile to opportunity.	<ul style="list-style-type: none"> • Setting up operations to deliver effectively and efficiently across programmes. • Setting clear goals and standards for programmes, functions (eg H&S) and people, supporting people to achieve goals and standards, and nurturing accountability. • Analysing current operations and implementing new and innovative ways of working to add further value or pivot and re-centre when things don't go as planned or new opportunities arise. • Delegating appropriately - tapping into the skills and strengths of others to produce quality outcomes. • Encouraging employees to look out for opportunities.
Facilitating process innovation and streamlining operational policies, procedures and practices.	<ul style="list-style-type: none"> • Developing, implementing and monitoring operational policies, procedures and practices. • Facilitating innovation in work and processes. • Encouraging others to develop innovative processes, communications, and accountabilities resulting in process improvements.
Fostering a purposeful culture that aligns with our values and beliefs.	<ul style="list-style-type: none"> • Fostering a culture that aligns with WAI Wānaka's values and beliefs. • Engaging employees and aligning their work to WAI Wānaka's purpose. • Managing with transparency, openly sharing information, and communicating WAI Wānaka's vision and goals thus enabling others to understand what is trying to be achieved so they can take ownership of their own efforts. • Creating a work environment where everyone is valued.
Developing and supporting staff to grow and perform effectively in their roles.	<ul style="list-style-type: none"> • Understanding where employees are coming from and working with them to ensure they best fit their position. Collaborating with individual employees to establish work plans and priorities. Monitoring effectiveness of these work plans and re-prioritising and streamlining as necessary. • Caring deeply for employees, supporting them and providing guidance when needed. Considering their wellbeing, expertise and desires for growth when matching them to work opportunities and establishing training and development pathways.

	<ul style="list-style-type: none"> • Setting clear and achievable goals and targets which they can take ownership of and be accountable to. • Undertaking performance and remuneration reviews which link in with work plans and training and development pathways. • Providing constructive feedback to employees geared towards improvement. • Celebrating successes of others and giving credit where it is due.
Creating cross-functional partnerships, alignment and accountability between people, processes, systems, and strategies.	<ul style="list-style-type: none"> • Possessing good accountability and follow through in own commitments and goals and encouraging the same in others. • Taking ownership and learning from successes and failures. • Establishing greater internal connectivity and alignment between people, processes and systems. • Setting up the workplace and operations to provide collaboration between people, enabling brainstorming sessions and knowledge, information and idea sharing. • Assessing technology and equipment to support better connectivity and alignment of people, resource and processes.

7. ABOUTYOU

EXPERIENCE AND KNOWLEDGE
<ul style="list-style-type: none"> • NZ citizenship or residency. • A bachelor qualification, ideally in business, management or similar. • 5 years + management experience in a similar role. • Strong people manager who manages with empathy and integrity. • Proven successes in delivering on strategy, organisational objectives and principles. • Understanding and awareness of best practice approaches to organisational effectiveness and sustainability. • Experience gathering and using data to inform decisions. • Experience engaging stakeholders. • Proven successes in managing multiple priorities / projects. • Experience with financial planning and analysis, setting budgets, budget tracking and preparing management accounts. • Understanding of not-for-profits including different funding models and sources desired. • Local knowledge and network desired.
SKILLS AND COMPETENCIES
<ul style="list-style-type: none"> • Driven to create positive change for our community and the environment. • Strong written and verbal communicator who presents well in front of internal and external stakeholders. • Innovative and adaptive with demonstrated entrepreneurship in approach and thinking. • Confident and capable of making high level decisions and developing creative paths to find solutions. • Ability to build and leverage relationships to inspire action and achieve results. • Humble – giving credit where it is due and celebrating the successes of others. • Strong technological skills with the ability to assess suitability of different systems, processes and software. • Effective when working autonomously and when collaborating with a team. • Honest and transparent with high levels of integrity. • Perseverance and passion to reach long-term goals, despite obstacles or changes in pathways.