



Kaihautū - Capability Services Manager

Position Description

Position Title	Kaihautū - Capability Services Manager
Reports to	Chief Executive
Tenure	Permanent
Location	Based in Wellington
Date	April 2019

Position summary

Kaihautū meaning: Leader, one who gives the time for paddlers in a waka.

The Kaihautū oversees and coordinates operations and delivery of quality and capability, internally, and through FinCap support, to local financial capability and budgeting services across Aotearoa. This is achieved through effective leadership, enabling and facilitating in a small, diverse team of Advisers.

The position will continue to evolve over time to meet the changing business needs of FinCap.

Responsibilities

The Kaihautū is responsible for:

- Overseeing the delivery and execution of a variety of resource services provided by the team to ensure our organisation meets its objectives and delivers on its operational plan
- Leading, supporting and developing the team
- Enhancing systems and processes to provide consistently high levels of customer capability services in an efficient and cost-effective manner
- Facilitating development of the annual operational plan in consultation with the Chief Executive, tracking and reporting progress against the plan
- Ensuring operation of a Quality Assurance system for local services, linked to FinCap capability resources
- Coordinating feedback from local services, and FinCap's response
- Managing reporting to funders, ensuring their needs are met
- Coordinating and managing risk and issues reporting and mitigation
- Deputising for the Chief Executive as required.

Key working relationships

Internal relationships

- Chief Executive.
- Capability services team: Quality Assurance Adviser, Training Design and Training Programme Advisers, Communities of Practice and Relationships Adviser, Money Talks Project Manager, Communications and Advocacy Adviser.
- Other members of the FinCap team.
- Any committees or teams dedicated to the provision of support to Building Financial Capability (BFC) local services.

External relationships

- Local financial capability and budgeting services.
- Other community organisations.
- Financial services providers.
- National bodies, companies.
- NGOs.
- Government Departments.
- Ministry of Social Development National Office staff.

Key results areas

Key Result Area	Accountabilities	Performance Indicators
Quality FinCap service delivery	<ul style="list-style-type: none"> ▪ Oversee the delivery of FinCap support for local financial capability services. ▪ Ensure FinCap services are connected and cohesive. ▪ Monitor quality of FinCap service provision including via annual MSD customer survey. ▪ Analyse and assessing customer feedback and make improvements accordingly to ensure quality customer services. 	<ul style="list-style-type: none"> ▪ Positive customer feedback. ▪ FinCap services are efficiently maintained, responsive, customer-centred and high quality.
Leadership	<ul style="list-style-type: none"> ▪ Lead, mentor, develop and support team members. ▪ Model leadership qualities and behaviours. ▪ Deputise for the Chief Executive as required. 	<ul style="list-style-type: none"> ▪ Team environment is cohesive and cooperative. ▪ Staff are engaged, confident and competent.

Systems, processes and capability	<ul style="list-style-type: none"> ▪ Establish and refine capability service delivery systems and processes. ▪ Ensure processes are efficient, effective and cost-effective. ▪ Develop and support staff to use systems and processes competently. 	Costs minimised without affecting the overall customer experience.
Planning, reporting and compliance	<ul style="list-style-type: none"> ▪ Coordinate development of the annual operational plan. ▪ Track and report progress against the plan to the Chief Executive. ▪ Manage risk and issues reporting and mitigation. ▪ Contribute to annual report. ▪ Ensure the Trust complies with statutory and contractual requirements. 	<ul style="list-style-type: none"> ▪ Planning and reporting are timely, accurate and fit for purpose. ▪ Reporting needs of funders are met. • The Chief Executive is kept fully informed of all necessary risks and issues which may impact on the organisation.
General	<ul style="list-style-type: none"> ▪ Provide support and back up to colleagues ▪ Contribute to morale and wellbeing ▪ Meet all safety and health requirements. 	

Person specification

Skills and knowledge

- Strong interpersonal and leadership skills.
- Managing service delivery in a not for profit environment to community-based volunteer customers.
- Knowledge of corporate systems, policies, procedures and technology.
- Strong written and verbal communication skills, including some knowledge of Te Reo.
- Analytical skills, ability to evaluate information and formulate reports.
- Cultural competence, ability to relate effectively to people from diverse backgrounds
- Understanding of socioeconomic and cultural influences in Māori and Pacific communities.
- Competent computer skills including the MS Office suite and CRMs.

Attributes

- Desire to contribute to making a positive difference for people living in hardship in our communities.
- A passion for providing excellent customer service.
- Enjoy working as part of a team.
- High degree of personal integrity and trust.
- Process oriented and results focused.
- A self-starter, able to take the initiative, work under pressure and to deadlines.
- Flexible and willing to take on a wide range of tasks.
- Commitment to FinCap's strategy, vision, mission and values.

Qualifications

- A relevant qualification is desirable

Personal

- No criminal convictions, unless of a minor nature that will have no effect on the Trust. A Police Vetting/MOJ Check will be required before confirmation in the role.
- Will not engage in any other activity or interest that would conflict with the interests of the Trust.
- Able to travel as required.