

POSITION DESCRIPTION: Executive Officer – Jigsaw Whanganui

Position Title	Executive Officer
Reports To	Board of Trustees

Role Summary	The Executive Officer is responsible for leading and managing Jigsaw Whanganui, a Te Tiriti-based social service organisation dedicated to supporting whānau and families throughout the Whanganui region.
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Purpose of the Position	The Executive Officer will lead and manage Jigsaw Whanganui, ensuring our vision of flourishing families and thriving children is achieved. They will oversee the delivery of our mission to support families and whānau through professional whānau centred services. The EO will collaborate with staff, whānau, and community stakeholders to develop and implement strategies for quality care. Responsibilities include maintaining commitment to the principles of Te Tiriti o Waitangi, fostering a culturally responsive environment, and ensuring the effectiveness and sustainability of our programmes and services.
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Our Mouri or Ethos: Kaupapa Whānau

- We aspire for relationships across our agency to reflect whānau when at their very best
- We meet with whānau to best understand and support their hopes and aspirations
- We always work to uphold the mana and dignity of whānau and families, and their whakapapa, often in the face of systems that undermine their integrity
- We encourage whānau to acknowledge their strengths and realise their resources and hopes
- We work intentionally to grow the professional excellence of everyone in our team

<p>My role Responsibility</p>	<p>This role is primarily accountable for:</p> <p>Operational Strategy: Develop and implement strategic plans to enhance operational performance and achieve impact across all objectives and programmes.</p> <p>Commitment to Te Tiriti o Waitangi: Uphold and implement the principles of Te Tiriti o Waitangi throughout the agency, ensuring cultural responsiveness and inclusivity in all practices.</p> <p>Process Optimisation: Identify areas for improvement and implement efficient processes and systems across various departments, including finance, human resources, IT, and logistics.</p> <p>Resource Management: Oversee budgeting, resource allocation, and financial management of all programs to ensure prudent use of funds and compliance with regulatory and funding requirements.</p> <p>Team Leadership: Provide strong leadership and guidance to the operations team, fostering a culture of kindness, collaboration, and continuous improvement.</p> <p>Risk Management: Develop and implement risk management strategies to mitigate potential threats and ensure business continuity.</p> <p>Compliance: Ensure adherence to relevant legal and regulatory requirements, as well as the maintenance of internal policies and procedures, to uphold organisational integrity and transparency.</p> <p>Monitoring and Evaluation: Establish monitoring and evaluation mechanisms to track progress, evaluate outcomes, and inform decision-making processes.</p>
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<p>Delegated Authorities</p>	<p>The Executive Officer (EO) of Jigsaw Whanganui is granted authority by the Board of Trustees to manage the day-to-day operations of the organisation in alignment with the vision, goals, policies and strategies established by the Board. This authority includes decision-making, financial management, staff management risk management and operational oversight necessary to achieve the organisation's mission.</p>
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JOB DESCRIPTION: Executive Officer – Jigsaw Whanganui

Key Areas of focus	How you will achieve	How you will be measured
Professional Responsibilities	<ul style="list-style-type: none"> ● Develop and communicate a clear strategic vision aligned with the organization's mission. ● Lead the development and implementation of strategic plans and initiatives. ● Foster a culture of innovation and continuous improvement. ● Implement efficient and effective operational processes. ● Ensure high-quality service delivery and whānau satisfaction. ● Optimise resource allocation and management. ● Develop and implement HR strategies to attract, retain, and develop talent. ● Foster a positive and inclusive workplace culture. ● Provide leadership development and training opportunities. 	<ul style="list-style-type: none"> ● Achievement of strategic goals and objectives. ● Regular progress reports and reviews. ● Employee engagement and feedback on leadership effectiveness. ● Regular performance reviews and assessments. ● Employee retention and turnover rates. ● Employee satisfaction and engagement surveys. ● Success in leadership development and succession planning.
Financial Analysis	<ul style="list-style-type: none"> ● Oversee financial planning, budgeting, and forecasting processes ● Ensure effective management of financial resources. ● Maintain transparency and accountability in financial reporting. ● Analysis and reporting of the cost effectiveness of all agency services. ● Ensure that payments for services are used in the area for which they were directed ● Programme Administration costs to be factored and monitored. ● Adhere to all spending authority, including authority 	<ul style="list-style-type: none"> ● Analysis of overall economic performance ● Provision of financial performance metrics that show cost effectiveness of programmes. ● Programmes delivered within budget ● Compliance with financial regulations and standards. ● Regular financial audits and reviews. ● Key performance indicators (KPIs) such as operational efficiency, service

	delegates, approved by the Board.	quality, and customer satisfaction scores. <ul style="list-style-type: none"> ● Benchmarking against industry standards.
Interpersonal relationships	<ul style="list-style-type: none"> ● Demonstrate integrity, honesty, and transparency in all interactions. ● Communicate openly and actively listen to others. ● Be consistent in words and actions. ● Use clear and concise language. ● Adapt communication style to the audience and encourage open dialogue and feedback. ● Work closely with Leadership Team colleagues. ● Have sound knowledge of Governance functions, working closely with the Board to effectively execute these functions and responsibilities. ● Build and maintain a strong relationship with the Board to ensure cohesion and collectiveness. ● Work closely with the Board to enable the Board to fulfil it's Governance functions effectively. ● Ensure the Board is provided with required reports and information in a timely and efficient manner. ● Assist with the recruitment and orientation of new Board members. 	<ul style="list-style-type: none"> ● Feedback from colleagues, supervisors, and stakeholders regarding trust and rapport. ● Observations of collaborative behavior and mutual respect in team dynamics. ● Consistency in building positive relationships over time. ● Frequency and quality of communication exchanges. ● Resolution of conflicts and misunderstandings.
Partnerships	<ul style="list-style-type: none"> ● Build and maintain effective and professional partnerships with relevant network and services. ● Cultivate relationships with key stakeholders and influencers. ● Leverage relationships for mutual benefit and support. 	<ul style="list-style-type: none"> ● Size and strength of professional network. ● Impact of relationships on achieving organizational goals. ● Opportunities and collaborations

	<ul style="list-style-type: none"> ● Uphold Te Tiriti in all relationships. ● Ensure Jigsaw Whanganui is well understood across communities and stakeholders. 	<p>generated through networking.</p> <ul style="list-style-type: none"> ● Maintain a clear communication strategy.
Cultural Competency	<ul style="list-style-type: none"> ● Incorporate Te Tiriti principles into organizational policies and practices. ● Engage with local iwi and Māori organizations. ● Seek guidance and input from Māori leaders and advisors. ● Integrate Māori values and perspectives into organizational culture. ● Respect and appreciate diverse perspectives and backgrounds. ● Seek to understand different cultures and values. ● Promote inclusivity and equity in all interactions. 	<ul style="list-style-type: none"> ● Integration of Te Tiriti principles into strategic plans and operations. ● Feedback from Māori stakeholders on the application of Te Tiriti principles. ● Number and quality of relationships established with Māori communities. ● Participation in Māori-led initiatives and projects. ● Integration of Māori values into organizational policies and practices. ● Awareness and knowledge of cultural competence. ● Actions taken to promote diversity and inclusion. ● Feedback from diverse stakeholders on inclusivity and cultural sensitivity.
Health and Safety and Risk Management	<ul style="list-style-type: none"> ● Develop and communicate a clear health and safety policy. ● Provide training and resources for employees to understand and comply with safety procedures. ● Encourage reporting of hazards and near misses. ● Conduct regular risk assessments for workplace hazards. ● Implement control measures to mitigate identified risks. 	<ul style="list-style-type: none"> ● Employee awareness and understanding of safety policies. ● Number of reported hazards and near misses. ● Completion of risk assessments and implementation of control measures. ● Reduction in the number and severity of incidents.

	<ul style="list-style-type: none"> ● Monitor and review effectiveness of control measures. ● maintain emergency response plans. ● Conduct regular drills and exercises to test the plans. ● Ensure availability of necessary resources and equipment for emergencies. ● Encourage feedback from employees on health and safety issues. ● Review and analyse incident reports to identify trends and areas for improvement. ● Implement corrective actions and improvements based on findings. ● Maintain a proactive approach to identifying and mitigating risks. ● Reporting to the Board. 	<ul style="list-style-type: none"> ● Compliance with health and safety regulations. ● Effectiveness of emergency response plans during drills and real incidents. ● Compliance with emergency preparedness requirements. ● Feedback from employees and authorities on emergency response. ● Number and impact of improvements implemented. ● Trends in incident rates and severity. ● Employee feedback on health and safety improvements.
<p>Compliance monitoring and Auditing</p>	<ul style="list-style-type: none"> ● Develop and implement policies and procedures to ensure compliance with relevant laws and regulations. ● Identify and assess regulatory requirements applicable to the organization. ● Establish monitoring mechanisms to track compliance activities. ● Schedule and conduct regular audits of internal processes and controls. ● Use a risk-based approach to prioritize audit activities. ● Engage qualified auditors to perform audits. ● Implement monitoring tools and systems to track compliance metrics. ● Generate regular reports on compliance status and trends. 	<ul style="list-style-type: none"> ● Implementation of compliance policies and procedures. ● Documentation of regulatory requirements and assessments. ● Effectiveness of monitoring mechanisms in identifying and addressing compliance issues. ● Completion of scheduled audits according to plan. ● Identification of non-compliance issues and control weaknesses. ● Recommendations and actions taken to address audit findings. ● Accuracy and timeliness of compliance reports.

	<ul style="list-style-type: none"> ● Communicate compliance issues and corrective actions to relevant stakeholders. ● Develop and implement corrective action plans to address compliance deficiencies. ● Monitor and track progress of corrective actions. ● Ensure accountability for compliance within the organization. 	<ul style="list-style-type: none"> ● Trends in compliance metrics over time. ● Stakeholder feedback on the effectiveness of communication regarding compliance issues. ● Completion of corrective actions within specified timelines. ● Reduction in non-compliance incidents. ● Effectiveness of corrective actions in preventing future non-compliance.
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PERSON SPECIFICATION: Executive Officer – Jigsaw Whanganui

<p>Person Specification</p>	<p>To be effective and succeed in this role it is expected that you will have the following proven capabilities:</p> <p>Essential:</p> <ul style="list-style-type: none"> ● Current clean driver’s licence and can drive manual or automatic vehicles ● Proven track record of excellent leadership; preferably on NGO sector ● Cultural sensitivity and inclusivity. Well able to navigate and embrace different cultural perspectives, fostering genuine connections and inclusivity within the organisation and community. Guided by principles of manaakitanga and whanaungatanga ● Emotional intelligence and empathy. Well able to relate to the experiences and emotions of team members fostering trust, loyalty and a sense of belonging within the organisation ● Digital literacy and innovation. Proficient in relevant technology platforms. Adept at harnessing technologies to amplify the organisation’s impact and reach, fostering a culture of innovation and creativity ● Excellent written and verbal communication skills, with an attention to detail ● Resilience and adaptability. Well able to cultivate resilience in the face of uncertainty, drawing strength from the collective spirit of resilience and adaptability embedded in our cultural heritage. Ability to work positively under pressure ● Sustainability and social responsibility
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	<ul style="list-style-type: none">● Collaborative leadership fostering a sense of mutual ownership and empowerment in the organisation. Valuing whanaungatanga and kotahitanga● Continuously re-prioritise workload while maintaining a high level of accuracy● A strategic thinker with a results-oriented mindset and a passion for driving social impact, constantly seeking improvements for whānau support.● Ability to manage a large team, achieving unity of purpose and delivering measurable, results-based outcomes.● Skilled in building and maintaining positive working relationships with staff, board, and partner agencies.● A sound understanding of social work practice. <p>Desirable:</p> <ul style="list-style-type: none">● Strong understanding of New Zealand charity operations, obligations, financial budget management, and compliance requirements.● Bachelor's degree in business, non-profit management, or a related field.
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