



Job Description

Position Children's Services Business Manager

Reports to Chief Executive

Last updated May 2017

Key Relationships

Internal

Chief Executive
Senior Leadership Team
OSCAR Team Leaders
OSCAR Team
Holiday Programme Coordinator
Children's Services Administrator
Other Business Unit Managers

External

YMCA customers
Government Agencies (e.g. MSD)
Stakeholders (e.g. School Principals)
Other YMCA organisations and bodies

Position purpose

The Children's Services Business Manager position exists to plan and manage the growth and delivery of children's services in accordance with the strategic and operational objectives of YMCA Greater Wellington.

In addition to this, all members of the YMCA Greater Wellington Team are expected to proactively monitor and commit to ensuring that all health and safety and safeguarding requirements are met. This includes being up-to-date with expectations, processes and policies and acting in accordance with these.

Values

All employees of the YMCA are expected to behave in accordance with our values of Respect, Honesty, Caring and Responsibility. This includes being a positive role model to others by demonstrating behaviours that are consistent with these values.

Key Accountability Areas

Business Development and Management (40%)

This will be achieved by but not limited to:

- Identifying opportunities for business growth across children's services, developing business plans for this and working in collaboration with the Chief Executive to implement growth strategies
- Monitoring and reviewing performance of all children's services to ensure these continue to be relevant, viable and effective and that they contribute to achievement of the business and strategic goals of the organisation
- Ensuring that the programmes being delivered across all areas of responsibility meet the needs of customers and stakeholders and are consistent with best practise and legislative standards
- Ensuring the business unit delivers services that meet relevant policy, organisational, contractual and quality standards
- Identifying areas for service development and improvement, developing and implementing plans to achieve the change, working in collaboration with the Senior Leadership Team as necessary
- Identifying and leading opportunities for coordination and collaboration between business units and/or teams to capitalise on opportunities for an integrated service programme

Strategic Management and Leadership (30%)

This will be achieved by but not limited to:

- Working collaboratively with the Chief Executive and the Senior Leadership Team to identify and plan organisational priorities
- Contributing to the development of strategy, policy, and management processes of the YMCA Greater Wellington
- Working collaboratively with the Chief Executive and the Senior Leadership Team to ensure that YMCA Greater Wellington is an effective business with all parts of the business working collectively towards the purpose and vision
- Maintaining an up-to-date awareness of the wider environment relevant to YMCA and working collaboratively with the Chief Executive and Senior Leadership Team to plan and develop options and strategies for responding to this
- Developing business plans for areas of responsibility which ensure there is strategic alignment between YMCA Greater Wellington's vision and purpose and the activities and focus of the operational units

Contract Management (15%)

This will be achieved by but not limited to:

- Maintaining a comprehensive understanding of the service contracts applicable to areas of responsibility (e.g. with MSD) and ensuring compliance with these
- Developing proposals and/or negotiating contracts, working with the Chief Executive to submit and finalise these
- Establishing and maintaining relationships with internal and external stakeholders to ensure on-going positive relationships that enable the organisation to meet strategic goals

Team Leadership (15%)

This will be achieved by but not limited to:

- Maintaining effective communication with all team members to ensure they are up-to-date and informed with all matters relevant to their work
- Working in collaboration with the HR Adviser and Senior Leadership Team to develop and implement processes and programmes that ensure motivated and engaged teams

- Conducting regular coaching and performance appraisals with all team members, using agreed organisational frameworks, and taking action to implement development plans or performance improvement processes as required
- Working in collaboration with the HR Adviser to ensure effective workforce planning is in place that results in teams that are suitably skilled and resourced

Person Specification

Qualifications

- Relevant tertiary qualification (e.g. Education, Business Management)

Skills and Experience

- A minimum of 5 years' experience in a similar role, including working as a Business Unit or Department Manager
- Proven skills in business development and growth
- Exceptional leadership and relationship management skills (ideally 5 years)
- An understanding of Contracts for Delivery of Service is highly desirable

All employees of the YMCA Greater Wellington are expected to demonstrate a commitment to the principles of the Treaty of Waitangi.

YMCA Greater Wellington is committed to the safety and protection of children. All employees of YMCA Greater Wellington are required to undergo Police Vetting and to maintain the ability to provide a police record check that satisfies the business and employment needs of YMCA.

Competencies

Communication: uses excellent written and oral English to ensure effective communication with a wide range of clients; adapts communication style to suit the audience; writes well to prepare sound business reports and communication; listens to fully understand and respond accordingly

Planning and Organising: uses sound organisational techniques to ensure deadlines are met and priorities are managed effectively; maintains a clean and tidy work environment; prepares robust plans that ensure even heavy workloads are achieved

Relationship Management: builds and maintains positive relationships with internal and external stakeholders; understands the strategic importance of key relationships and uses effective strategies to develop and maintain these; works positively with people to achieve results even under difficult circumstances

Team Work: genuinely values others input and expertise, and is willing to learn from others; shares own ideas and contributes positively to the team; is flexible to do tasks beyond own job to support the team from time to time

Leadership: provides sound guidance for own team; works to build a positive and productive working environment; ensures high standard of performance of self and team; acts as a role model for others

Judgement and Decision Making: knows when to involve others in decisions; uses sound judgement to assess a situation and decide the best response or action; understands the impact of own decisions

Drive and Energy/Initiative: willingly takes on additional tasks to support the wider team; identifies opportunities for growth or improvement and acts on these as appropriate; demonstrates commitment to getting the job done even under difficult circumstances

Customer Service: clarifies customer expectations and ensures needs are met; acts quickly to effectively respond to customer requests; relates well to a wide range of customers

Problem Solving: identifies likely causes of a problem and develops a clear action plan to solve the problem; understands when to involve others to seek a solution; anticipates when a problem may arise and acts to minimise or eliminate the problem; uses initiative to solve new problems and learns from mistakes to create better solutions