

Recordbase

Position Description:
Chief Executive



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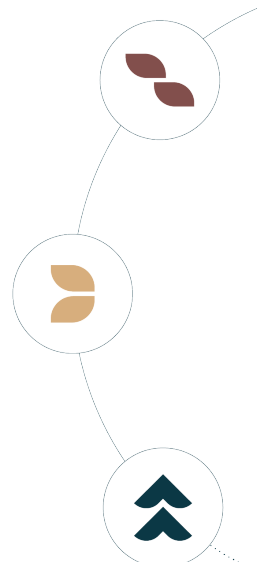
Wild Bamboo

We're part of the Wise Group, a family of charitable community-based organisations operating in the mental health, addiction, and wellbeing sector in Aotearoa New Zealand. We proudly support community organisations across the mental health and addiction, supported employment, child and youth, domestic violence prevention, justice, wellbeing, and disability sectors.

Our hero product, Recordbase, aims to make record keeping and reporting easier so providers can focus on what's important, improving the wellbeing of our communities. Recordbase is designed to capture sensitive service delivery data and make funder or auditor reporting seamless. We are trusted by dozens of organisations and thousands of practitioners and professionals, to securely store and manage the data of the people they support.

Along the way we've also helped many organisations to make the most of their data. We support providers to articulate and share their incredible mahi in supporting the most vulnerable populations in our communities. Our specialist data services unit, Tūtohi, is a pioneering data analysis and insights team at the forefront of innovation in impact reporting.

Together our purpose is to create and deliver smart digital systems that make it easier for our customers to do what matters. We're proud to be developed by the sector for the sector, and to support Aotearoa's social care and community providers to make a difference.



Role Purpose

The purpose of this role is to provide inspirational leadership to the Wild Bamboo team, who create and deliver smart digital systems. Together, we make it easier for health and social organisations in Aotearoa to do what matters – support people in our community.

The Chief Executive will assist the Board and the team in the development of plans and tactics that align with Wild Bamboo’s strategic direction. They will drive evaluation and reporting of progress, with an attentive eye across targets, delivery, and results.

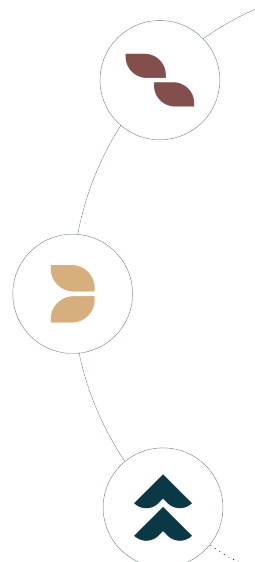
It’s important to care for the people employed and contracted by Wild Bamboo. The role will be responsible for establishing and maintaining great relationships with staff, key stakeholders, and the wider digital health sector.

This role will guide and support Wild Bamboo in the pursuit of our greatest imaginable challenge, and to realise our purpose. They will also ensure alignment between Wild Bamboo and purpose of the wider Wise Group.

Ultimately the Chief Executive will ensure Wild Bamboo continues to meet the needs of our diverse customers now, and in the future.

Role Details

Key interactions: Wild Bamboo Board
Wise Group Chief Executive
Entity Chief Executives
WMS Leadership Team
External partners



Key Responsibilities

Vision and strategy. Taking a long-term strategic perspective, providing clarity of direction, and shaping future vision and purpose. Constantly scanning the local and global environment to optimise opportunities and minimise threats.

Enabling people. Driving the engagement and motivation of others by understanding and addressing individual needs and aspirations, providing meaningful feedback and learning opportunities, and celebrating success.

Develop a cohesive leadership team. Create a team that is collectively responsible for delivering on our purpose and strategy. Use meetings effectively to prioritise project planning and delivery of our Top Challenges. Use regular debriefs as opportunities to learn and champion radical candour.

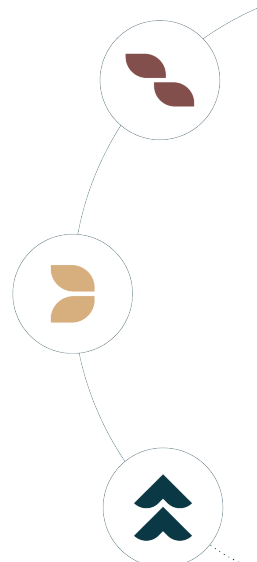
Teamwork. Helping to build an environment of teamwork and collaboration by providing support to others, valuing other's contributions, and personally contributing to the team's objectives.

Customer focus. Operating as a trusted advisor to customers and stakeholders, taking a long-term perspective to customer relationships. Going beyond expectations to meet customer needs in line with organisational priorities.

Judgement. Gathering and evaluating information from a broad range of sources on which to base decisions. Undertaking critical analysis to identify errors, key points and generate insights.

Provide the proper resources. Design the organisational structure, plan for appropriate resourcing and establish effective budgets keeping a proper balance of resources. All teams, groups and initiatives align to deliver on our ambitions.

Delivering results. Achieving goals and objectives through proactivity, determination and perseverance. Willingly embracing challenging targets and taking calculated risks and delivering on commitments.



Requirements

You most definitely have:

- Experience in a senior leadership position with a breadth of commercial experience.
- Experience with SaaS, software licencing and digital health products or services.
- Ability to anticipate future trends, industry shifts, and emerging technologies with a strong capacity for strategic foresight.
- Effectively manage technical debt while preparing the organisation for the future.
- Experience inspiring and leading a team of established leaders and technical experts, to help them reach their full potential.
- Stakeholder relationship management and influence.
- Exceptional verbal, written, and visual communication skills and experience in large organisations.
- Ability to build and maintain strong networks and partnerships within the sector.
- Ability to work successfully with Māori as tangata whenua and diverse cultures and groups of people.

You have experience:

- You'll have a minimum of five years' experience in a COO or similar senior leadership role.

Preferred:

- Knowledge and experience working in the New Zealand health, disability and social sectors and non-government is an advantage.

Technical debt (explainer from Nick and Jo)

The Recordbase product has been developed over the last decade, stretching and evolving into different parts of the health and social sector along the way. We have responded quickly to growing need when it mattered.

With any mature digital product, it becomes increasingly important to balance the development of new features against modernising the underlying technology to keep pace with technology advances.

A few years ago we migrated the platform into Azure and changed the architecture to support multitenancy. More recently we rolled out Azure B2B to secure and streamline authentication into Recordbase. We continued to deploy various new features and improvements for our users along the way.

Looking ahead, Recordbase will need to balance a code modernisation initiative with sustained delivery to customers. Other initiatives will also need to be considered, such as interoperability and sector integrations, adapting the user experience to



respond to new ways of working, introducing micro services, and embedding data analytics tools. This might even include exploration of new or supporting products alongside Recordbase.

We endeavor to provide a secure, stable platform for people and organisations throughout Aotearoa working with our most vulnerable populations. We aim to continue adding value to Recordbase for another decade, and beyond.

Other (financial) benefits in addition to salary and vehicle:

- 5wks annual leave
- Two paid wellbeing days per annum
- 4% employer contribution to Kiwisaver
- Income protection, school holiday programme assistance, contribution to general health care
- Generous annual wellbeing and development fund

