



Our Vision: People who experience mental illness and addictions living well.

Our Mission: To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

Job Description

Title:	Chief Operating Officer (COO)
Location:	334 Lincoln Road, Addington, Christchurch
Reports to:	CE
Functional Team:	Chief Operating Officer (COO) Function

Main Purpose of Function:

The purpose of the COO function is to provide strategic input, advice, leadership and operational support by overseeing the planned delivery of strategic and operational services in collaboration with management and key stakeholders to ensure sustainability. The function will establish and implement policies, procedures and systems that ensure the delivery of finance and business operational support services that meet compliance and regulatory obligations. This will be achieved through the provision of strategic and operational services in financial management; activity-based accounting; payroll management; property investment and asset management as well as business services (information and communication technologies (ICT); digitisation and systemisation; facilities management; procurement, supplier management and general business and contract administration).

The function is accountable for:

Finance

Strategic Financial Management (incl. Budgeting and Forecasting)
Financial and Transactional Reporting
Organisation Secretariat (incl. Board and Committee services)
Payroll Management

Facilities and Procurement

Procurement, Supplier and Contract Management
Facility Management

Assets and Investment Management

Property (Comcare owned portfolio) Investment & Asset Management (due diligence, acquisition, divestment/disposal)
High level financial modelling, analysis, and advice to CE, ELT and Board around growth investment and funding opportunities

Information and Communication Technologies and Systems (ICT)

Technology and Systems Planning
Systems Audit
Systems and Cyber security
Digitisation and Automation
Knowledge Management



ICT Management – including System and Software Data Management Security and Privacy

Business and Contract Administration

Systems and process improvement

Training

Reception and visitor management

Office supplies

Data entry, filing and correspondence systems, processes and procedures

Main Purpose of Position:

Reporting to the Chief Executive and as a member of the Executive Leadership Team (ELT), the purpose of the Chief Operating Officer (COO) is to oversee and optimise the day-to-day operations of the organisation, including, but not limited to finance and business operations support services (finance management; property investment & asset management; facilities, & procurement and supplier management; information, communications and technology (ICT); systems integration, digitisation and knowledge management; payroll management; and business and contract administration. The COO will collaborate with management and other key stakeholders to develop and execute operational and finance strategies that drive efficiency, productivity, and sustainable growth. The role is accountable for the delivery of the COO function to ensure Comcare operates effectively and delivers its strategic and annual operational plan in a timely manner.

High level accountabilities include:

- Providing strategic leadership of financial and accounting functions. This includes responsibility for leading the internal and external financial reporting (presenting monthly, statutory, annual, and ad hoc financial reports), budgeting planning processes, as well as ensuring financial information is complete and compliant with relevant accounting principles, in line with agreed reporting and statutory timeframes.
- Providing overview and insight into financial, asset and investment performance through the provision of financial and investment expertise and analytics to support the CE and Board to lead decision making.
- Championing improvements in digital technology and systems through the development of a strategy and policy to increase information accessibility and security, and to ensure the effective day-to-day provision of integrated systems management), cyber security framework (standards, guidelines and best practices), document controls, data governance processes and programmes.
- Overseeing procurement policies, and procedures, which includes contract management negotiations and setting up service level agreements, as well as dealing with insurance policies.
- Providing payroll leadership for Comcare on all aspects of payroll management, ensuring Comcare is compliant with all relevant legislation.
- Ensuring ICT operating systems and databases are fit for purpose and ensuring the smooth operation of ICT systems and technology to enable the effective operation of Comcare. Ensuring that the hybrid model for ICT, leverages the ICT function to address day to day user requirements



Functional Relationships:

Internal	External
CE and ELT	Accountant/Auditors/Tax Advisors
All Staff	Banking Institutions
Board	Legal Advisors/Lawyers
Function Leaders and Line Managers	Board Appointed Suppliers
Cultural Partners	External Suppliers
Internal Governance Groups	Regulatory Industry Bodies inc. IRD, ACC
	Funding Agencies

Authorities: As per delegated authorities' policy

Functions	Key Responsibilities
Strategic and Annual Planning	<p>As a member of ELT assist in the development and leadership of Comcare:</p> <ul style="list-style-type: none"> • Provide input on operational strategies and initiatives to drive organisation growth and operational excellence. • Develop and deliver achievable strategic plans for the finance and business operations support service function, aligned with organisational objectives. • Instigating policy development for the finance and business operations support service functions to enhance the integrity and performance of the organisation. • Reporting regularly on progress against strategies and plans at a Board, CE and management level. • Assist in the drafting of the annual report including key people and operational information. • Promote excellent management and “good employer” practices and policies. • Foster and embed a culture of continuous improvement across Comcare. • In conjunction with the CE, identify and develop a plan to engage with and influence sector partners and influencers to enhance the role and reputation of Comcare. • Lead development and planning initiatives that ensure internal and external services are culturally inclusive. • Promote diversity, enhancing understanding on inclusion issues and embedding Te Tiriti ō Waitangi principles into integrated frameworks, policy, process, and practice to enable Comcare to deliver on its foundational strategic aim. • Ensure that the voice of lived experience is driving strategy, operations, service delivery and people development pathways across the organisation.



Financial Management and Reporting

- Provide high level strategic and financial advice to the CE, Board and ELT, specifically in relation to opportunities that will strengthen the financial performance of Comcare, including the presentation of an annual budget for adoption by the Board.
- Oversee, monitor and ensure the integrity of financial information and compliance with internal and external standards and guidelines
- Develop and maintain an efficient and effective finance and payroll system appropriate to the needs of the organisation.
- Provide management reporting and manage the planning, budgeting, and forecasting (PB&F) processes in support of organisation performance management and decision making.
- Oversee and monitor an effective control environment, ensuring the integrity of financial information and compliance with internal and external standards and guidelines.
- Prepare, present, and interpret consolidated financial reports, highlighting any significant issues or variances, and recommending appropriate remedial action to and for the CE and the Board, in accordance with sound accounting practices. Where issues arise, implement the required recommended remedies and actions.
- Oversee the preparation, presenting and interpreting of timely and accurate financial reports and statements, highlighting any significant issues or variances, and implementing appropriate remedial action in collaboration with the CE and management team
- Establish accounting systems and processes, including recording using accounting software, to effectively manage financial requirements.
- Provide specific financial strategic advice, analysis, and modelling in relation to new service proposals, funding applications, projects and initiatives.
- Manage the relationship with banks that Comcare uses.
- Support functional leaders and line managers to establish functional financial objectives and ensure that they are aligned to Comcare's goals and objectives.
- Ensure annual financial audit is undertaken and all relevant information is available to the auditors. Meet the expectations of the auditors and produce a clean audit result.
- Keep abreast of financial standards and regulations likely to impact on the organisation's policies and operations.








<p>Payroll Management</p>	<ul style="list-style-type: none"> • Provide payroll leadership on all aspects of payroll management ensuring Comcare is compliant with all relevant legislation. This includes identifying and mitigating risk when necessary and formulating new concepts and/or strategies aligned with legislative changes. • Revise and maintain appropriate supervisory controls. • Ensure payment of wages/salaries and end of year processing requirements are accurate and on time. • Ensure appropriate payroll backups are completed and ensure that payroll software updates are tested, appropriately configured, and implemented. • Monitor and report on management of risk, policy, and legislative compliance. • Review payroll system to ensure it meets business needs and compliance requirements. • Develop relevant reports to line managers to assist with the effective management of employee resources. • Liaise with the People and Capability team on any technical matters relating to legislation and staff terms and conditions of employment.
<p>Asset and Investment Management</p>	<ul style="list-style-type: none"> • Ensure Comcare's assets (including the housing asset portfolio), liabilities, contractual rights, and obligations are appropriately structured to minimise loss and maximise cash flow. • Oversee the due diligence of housing asset portfolio growth to ensure delivery to purpose, and the achievement of the required return on investment, including deployment and redeployment, acquisition, divestment/disposal, or retirement of specific major assets. • Provide project governance and oversight for housing asset development/expansion projects, including proposal and negotiation of development terms and agreements to ensure project deliverables are met on time and within budget. • Oversee the optimisation of returns on assets in such a way as to deliver the best possible risk-adjusted return on investment over the long term. • Ensure Comcare's assets, liabilities, contractual rights, and obligations are appropriately structured to minimise loss and maximise cash flow. • Maintain an up-to-date Asset Management System that complies with accounting requirements and operational functionality. • Develop suitable capital expenditure plans for the various asset groups (Vehicles, Commercial Offices, IT Infrastructure).



	<ul style="list-style-type: none"> • Provide high level financial modelling, analysis, and advice to CE, ELT and Board around growth investment and funding opportunities that may include but not be limited to joint ventures, acquisitions, and start-ups.
<p>Procurement and Supplier Management</p>	<ul style="list-style-type: none"> • Develop and deliver procurement management strategies, aligned to organisational objectives. • Develop and oversee procurement plans, policies, procedures and controls to ensure that the methodologies and systems used are in accordance with both the organisations and regulatory requirements. • Oversee the development and management of budgets for relevant procurement initiatives to ensure spending is within budget. • Ensure all purchasing achieves best value for money, takes full advantage of any economies of scale and / or incorporates any potential for shared purchasing with other large NGO providers. • Responsibility for negotiation and placement of Comcare’s portfolio of supplier and insurance arrangements, establishing supplier contract parameters for Comcare. • Ensure appropriate insurances are held to manage Comcare’s risks with property and other assets and liabilities. • Oversee the development of systems, including training, to support the procurement practices within Comcare. • Implement an appropriate review/audit process to monitor the effectiveness of procurement practices for Comcare.
<p>Information and Communication Technologies and Systems (ICT)</p>	<ul style="list-style-type: none"> • Develop and implement strategies that enable the identification, readiness, and response to areas of opportunity and risk associated with Comcare Technology and Systems. • Ensure Technology strategy and policy are established and implemented in line with the strategic priorities. • Oversee Comcare Technology, Systems, and Cyber security, including the regular evaluation and audit of technology, systems and cyber security performance, • Oversee the procurement and performance measures to ensure up to date technology and systems integration across the organisation. • Lead and develop internal and external IT services that are consumer focused, empowering and responsive to the needs of those who access them. • Ensure the effective delivery of training to achieve appropriate competency levels for the full functioning and optimisation of Comcare systems. • Ensure the effective delivery of IT infrastructure and operations and organisation-wide business application development.

	<ul style="list-style-type: none"> • Ensure information management policies are implemented, and that the security of information is protected. • Monitor regular reporting and review of ICT practice to agreed performance and regulatory standards.
<p>Administration and Data Management</p>	<ul style="list-style-type: none"> • Ensure quality management and implementation of best practice, streamlined administration management, data management, office management, and reception and visitor management practices, operational support systems, policies, procedures, and standards, to achieve consistency and effectiveness across Comcare. • Accountable for the development and delivery of administration management, data management, and reception and visitor management strategies aligned to organisational objectives. • Oversee the development and implementation of robust plans and process controls for administration management that are aligned to strategic objectives. • Lead the Central Administration planning and financial modelling support to current and proposed future social housing development.
<p>People Leadership and Development</p>	<ul style="list-style-type: none"> • Build a well-resourced and professional team, ensuring team roles align appropriately for best delivery of the activities. • Inspire achievement and professional development through role modelling the values, communicating the vision, and engaging people with the kaupapa, Uara and strategy of the organisation. • Continually review the performance of direct reports and manage performance effectively and in a timely manner, setting appropriate key performance indicators and developing professional development objectives with each role. • Create and foster a culture that encourages and supports diversity. • Proactively plan for the future by identifying talent and proactively developing successors, aligned to the intentions of our Strategic Aims.
<p>Honouring te Tiriti o Waitangi</p>	<ul style="list-style-type: none"> • Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau, • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities.
<p>Development</p>	<ul style="list-style-type: none"> • Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position, • Over time employees will, through the natural process of gaining confidence in their ability and understanding of the

	<p>systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.</p>
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Proactively support and follow our Health and Safety programmes, Policies and Procedures, • Ensure services are delivered in line with Comcare’s Health and Safety Policies and Procedures, • Ensure the Wellbeing of Comcare’s clients, tenants and staff are at the forefront of any decision taken, • Assess and mitigate and manage risk, including no cultural harm • Ensure accidents and incidents in the workplace are reported in a timely manner and any required appropriate actions/controls are identified and implemented to prevent recurrence.
<p>Anei ā mātou whanonga pono / Our Values</p>	<div data-bbox="641 926 820 1157">  <p>We Statement ‘We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.’</p> </div> <div data-bbox="641 1247 820 1478">  <p>We Statement “We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.’</p> </div> <div data-bbox="641 1520 820 1751">  <p>We Statement “We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.’</p> </div>

	 <p>We Statement 'We support the mana of each other through respect, collaboration and communication.'</p>
	 <p>We Statement 'We protect and preserve taonga for whānau and generations to follow.'</p>
<p>This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.</p>	

<p>Person Specification</p>
<p>Qualifications/Background:</p> <ul style="list-style-type: none"> • A degree qualification in accountancy, financial or business management (with financial management as a core competency) • Member of an appropriate professional body e.g. Chartered Accountants Australia and New Zealand • Between 5- and 10-years' experience as a COO (or equivalent) in a complex and geographically dispersed environment, ideally in activities aligned with Comcare. <p>Experience / Knowledge / Skills:</p> <ul style="list-style-type: none"> • Proven experience in supporting strategic and annual planning processes to set organisation goals and objectives, policies, and strategies, and communicating these downward for implementation. • Proven experience in mergers and acquisitions leading financial modelling and due diligence activities to negotiate outcomes in line with strategic priorities. • Demonstrated experience developing Finance and Investment strategies that align with organisational objectives. • Proven experience championing progressive technologies and system integration, business process improvement and cyber security, and ensuring the organisation has a technology and systems' strategy, annual plan and policy. • Experience at a senior leadership level with accountability for financial statutory reporting in an organisation with multiple facilities, ensuring timely and accurate financial reporting and compliance with financial regulations.



- A track record of working across an organisation to achieve an aggregate view of cash flow and risk positions, in order to optimise debt and investment portfolios and to minimise financial risk.
 - Demonstrated experience leading budget and forecast planning within an integrated performance management framework focused on required business decisions and linking strategic objectives to financial and operational forecasts.
 - Evidence of project governance and/or programme management involving end to end process from design, delivery and integration of multiple complex projects.
 - Strong commitment to the Treaty of Waitangi, relationship with iwi, and a commitment to developing cultural competencies.
 - Proven experience implementing, monitoring, and updating best practice external and internal financial systems and controls, aligned to the operating, reporting and compliance objectives of the organisation, and resulting in consistency and control over key financial outcomes.
 - Extensive experience working as part of an Executive Leadership Team, acting as a stakeholder in the strategic, business planning and decision-making process through the provision of risk-adjusted financial information and analysis.
 - Proven ability to maintain awareness of current market, economic, legislative, and political trends to maximise opportunities and minimise financial risk across an organisation.
 - Demonstrated track record of improvements in customer/stakeholder satisfaction through establishing credibility, personal impact and building excellent working relationships with a wide range of internal and external stakeholders.
 - Demonstrated strong negotiation skills, high level of communication and influencing capability and adaptability at all levels, in all aspects of commercial finance across the organisation.
 - Proven experience in business-wide improvement and performance enhancement.
- Desirable:**
- Post graduate management qualification.

Date:

Signed by:

Date:

Employee:		
Employer:		