



Business and Planning Lead

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.

What you will do

In this role, you will provide high level advice and support for the delivery of a range of functions and deliverables across the Unit. This encompasses financial management, long term plan and annual plan, asset management, continuous improvement, risk and assurance and report writing. You will manage a team of administrators and will work closely with the Unit leadership teams to support the delivery of Units outcomes.

Reports to	Group Business Manager
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Key responsibilities

Some of the **key responsibilities** for this role include:

Management and Leadership

- Provide leadership, support, direction, and regular feedback on staff performance.
- Determine and set work priorities for the team.
- Maintain the appropriate level of skills within the team through effective and timely recruitment, development, coaching and feedback.
- Induct new team members effectively.
- Optimise the performance and productivity of the administration team by fostering and enhancing their performance, capability and culture.
- Model and promote the organisation's vision, purpose and behaviours.

Relationship Management

- Actively support and develop positive and constructive relationships within the Unit, Customer and Community Group, Council staff, and other key stakeholders.
- Key responsibility for the service level agreements between the business areas and the Facilities Unit.
- Liaise with Finance, Strategy, Facilities and the Group and Unit to ensure effective delivery of organisational business priorities.

Business and Planning Support

- Lead the development and implementation of the Annual and Long Term Plan on behalf of the Units.
- Lead the asset management processes on behalf of the Units.
- Provide proactive financial support to the Unit Managers to build financial acumen, understand monthly variances and ensure forecasts are updated.
- Ensure financial scrutiny and sound business practices are applied to budgeting and revenue management.
- Preparation of Council Papers and ad hoc reports as required.
- Oversight of Insurance requirements for the Units.
- Identify, develop, and monitor cost reduction initiatives.
- Develop and support data capture and data management processes for core systems, business processes and initiatives.
- Develop project briefs and business cases in conjunction with Activity Managers.
- Effect quality decision making by Unit Directors and Activity Managers enabled through the provision of robust, timely, accurate and sound financial information and advice.

Continuous Improvement

- Promote and develop a continuous improvement culture across the Unit.
- Lead Business improvement and transformation initiatives across Unit.
- Develop and improve systems and processes, across the Unit with an emphasis on simplification.
- Ensure consistent administration support systems and processes are in place and delivered.

Asset Management and Planning

- Support the Activity Managers with the development the Asset Management plans including ensuring they understand the timelines and requirements.
- Primary liaison with Facilities Unit on asset improvement projects for the Unit.
- Coordination of contractors onsite and management of agreements.
- Oversight of the operational asset renewal programmes across Units.

Organisational Contribution

- Contributes to special projects as required.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Bring an understanding of and commitment to delivering on the principals of Te Tiriti O Waitangi
- Chartered Accountant or relevant tertiary qualification, preferably with a formal qualification in Business or Accounting.
- 5+ years' of business experience with an emphasis on strategic business or decision support.
- Proven leadership skills with demonstrated ability to articulate the corporate vision and build a strong team
- Well-developed communication skills and report writing capability
- Analytical ability and business acumen
- Customer focus
- High drive for achievement
- High degree of integrity

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.