



JOB DESCRIPTION

Job Title	Organisational Services Director
Reports to	Executive Director
Department	Organisational Services
Location	Oxfam New Zealand Auckland Office
Line manages	Finance and Office Services Manager HR Manager

BACKGROUND

Oxfam New Zealand (ONZ) is an independent humanitarian, advocacy and development agency, affiliated to Oxfam International. Oxfam's work internationally uses a rights based approach to support the achievement of human rights and build capabilities that are essential for poor and disadvantaged people to be able to access resources and take advantage of opportunities to improve their lives.

In addition to monies raised for humanitarian emergencies ONZ has an ongoing annual income of around \$10 million, of which approximately 78% is spent on programme and advocacy work. ONZ currently employs around forty staff in two offices in New Zealand, as well as staff in its offices in the Pacific.

The Organisational Services team is responsible for providing a supportive and effective organisational environment for ONZ employees through the provision of HR, finance, IT office infrastructure, support for ONZ's governance, risk and assurance, administration and other organisational services. The scope includes services for the main Auckland office, a satellite Wellington office and ONZ offices abroad (currently several offices in Papua New Guinea).

The Organisational Services team currently comprises this post, Finance and Office Services Manager, HR Manager and Accounts Co-ordinator. Interns are employed from time to time to support the work of the team. The former Director is moving to manage Programme Finance role and will be available to support the transition of the new Director into this post.

JOB PURPOSE

The Organisational Services Director will contribute to the overall leadership, direction and planning of Oxfam New Zealand as a key member of the Senior Management Team. S/he also has direct responsibility for the management and leadership of ONZ's organisational services function. This includes overall responsibility for the strategic direction, management, monitoring and evaluation of the following core functions - finance, human resources, office and IT services, and for representing ONZ in these functional areas within Oxfam International as necessary.

A particular focus for the incoming Organisational Services Director will be the selection and implementation of a new integrated finance and programme software system.

PRIMARY RESPONSIBILITIES

Leadership and strategic development

1. Lead on the implementation of ONZ's Strategic Plan (2007 - 2012) with regards to organisational services. This includes leading on Change Goal 7 - alignment with ONZ's values (Walking the Talk), and the development, implementation and monitoring of annual operational plans.
2. Ensure that organisational services functions are appropriate, accessible and effective for an agency of ONZ's size and complexity.
3. Contribute to the review of ONZ's current Strategic Plan (planned for 2010) and lead on the development of any revisions to the Organisational Services strategy.

Organisational management and effectiveness

4. Take a lead in managing major organisational change processes that may be required to ensure ongoing operational effectiveness and the achievement of ONZ's strategic objectives, as agreed with the Executive Director. These may arise from internal factors, developments within Oxfam International or in the external environment in which ONZ operates.
5. Review the options for upgrading ONZ's current financial software and develop specifications for a system that will meet ONZ's future needs, especially for closer integration of reporting and planning requirements for Oxfam International in the context of moving to single management structure arrangements. Manage the procurement and implementation of any new financial software (or integrated software) system adopted.
6. Review the effectiveness of existing Organisational Services systems in the light of new software and other systems integration in ONZ (such as database integration) and make recommendations for efficiency and effectiveness improvements.
7. Review, develop and update as required, any other policies and procedures that fall under the Organisational Services remit, or within other functions as requested by the Executive Director.
8. Liaise with pro-bono service providers, solicitors, insurers, consultants, auditors and the Honorary Treasurer of the ONZ with regards to the provision of legal, IT, financial and/or HR advice and other services to ONZ.

Financial management and support

1. Provide effective leadership and management of the organisation's finance services, including staff management.
2. Ensure that ONZ has adequate financial controls for the effective and accountable use of donor funding, which includes ensuring that there is sound planning, an effective system of annual budgets and timely and accurate monitoring of income and expenditure.
3. With the Executive Director, ensure there is fully accountability to the ONZ Board for the maintenance of sound financial systems, controls and reporting, and work closely with the Treasurer to ensure that full information is provided for effective governance.
4. Ensure there is accountability to donors for the effective use of their funds, working closely with the Programme Finance Manager on programme management and monitoring, and on reporting to institutional donors.

5. Ensure that key finance functions, including cash management, payroll and procurement are well managed and in accordance with ONZ's policies and good practice for the sector.
6. Ensure that full cooperation is provided to the auditors, that audits are unqualified and external financial reporting is accurate, accessible and timely.

Office services

1. Ensure that effective office systems and services for ONZ's Auckland and Wellington offices contribute to the effective running of the organisation. Undertake any reviews or make changes to existing policies and practices that may be required to improve organisational effectiveness.
2. Manage procurement policies and processes to ensure that ONZ achieves value for the products and services it procures, and ensure effective working relationships are developed and maintained with ONZ's external suppliers.
3. Review the use and requirements for IT systems as required, to ensure that ONZ's IT systems are contributing fully to organisational effectiveness.

Human Resources

1. Ensure that ONZ adopts and implements good practice in HR and supports the development of the skills, potential and performance of its staff.
2. Ensure that sound HR policies are put in place and regularly reviewed, evaluated and updated.
3. Contribute to the enhancement of an organisational culture that is consistent with ONZ's values.

Governance support

1. Ensure that governance and operational activities within ONZ meet the compliance standards of the institutions, agreements and charters of which Oxfam New Zealand are members or signatories, including the New Zealand Charities Commission.
2. Provide secretarial support to the ONZ Board of Trustees, ensuring that appropriate governance records, information, and documentation are maintained.

Oxfam International

1. Act as a key contact point for Oxfam International (OI) and fulfil any reporting or administrative requirements that fall on ONZ as an OI affiliate.
2. Engage with OI to promote effective working internationally, to share good practice, learn from the experience of other affiliates, contribute to sound policies within OI and ensure that ONZ's position and views are appropriately represented in relevant OI meetings and forums.
3. Ensure that all OI financial, HR and governance standards are met by Oxfam New Zealand accounting, finance, HR and governance practices.

Team management

1. Lead and support the Organisational Services team, including recruitment, performance management, team building and skills development.
2. Adhere to and monitor the application of HR policies and procedures within the Organisational Services team.

Other:

1. Undertake general management responsibilities in the organisation as agreed with the Executive Director.
2. Represent Oxfam New Zealand within relevant networks related to the Organisational Services function, and at other key forums as appropriate.
3. Undertake any other activities or projects delegated by the Executive Director that are in keeping with the scope of the role.

COMPETENCIES***Qualifications, knowledge and experience***

- A university qualification in a relevant discipline (or commensurate experience)
- Experience in accounting and finance or of managing a finance function
- Experience of managing facilities or organisational services e.g. centralised IT/ office services, procurement, legal, governance or a good working knowledge of these functions
- Experience of managing an HR function or a good working knowledge of HR policies and procedures and of best practice in HR
- Experience of leading and managing staff
- A knowledge and/or experience of organisational change management principles and practice
- Experience of developing organisational policies and procedures
- Good knowledge of financial software, integrated systems and databases
- An interest in (and preferably an understanding of) social justice and international development
- Previous work experience of working in the not for profit or international development sector is desirable

Professional Skills

- Strong management, strategic analysis and planning skills
- Proven financial skills and good numerical analysis
- Insights for improving organisational effectiveness
- Strong IT skills and good familiarity with Microsoft Office functions
- Proven project management skills

Personal Attributes

- Mature and confident
- Ability to lead and motivate others through a consultative management and decision making style
- Excellent written and verbal communication skills
- Good time management and organisational skills
- The ability to work under pressure and to deadlines
- Ability to network, build and maintain relationships
- Initiative and results orientation
- Patience and tolerance of other perspectives
- Flexible, adaptable and a willingness to take on a wide range of tasks
- A commitment to Oxfam's values

TRAVEL

The Organisational Services Director may be required to travel from time to time within New Zealand or abroad, and to undertake occasional evening or weekend work (for which appropriate time off in lieu may be granted according to ONZ's policy).

Travel may also be required overseas from time to time to meet ONZ and Oxfam International requirements. It is a condition of employment that staff comply with all security and safety protocols, policies and procedures.