

Chief Operating Officer

Start Date: TBC

Contract Type: Full time, permanent

End Date: N/A

Location: Auckland

About Te Ara Ahunga Ora Retirement Commission

Te Ara Ahunga Ora is the office of the Retirement Commissioner, a small Crown entity. Te Ara Ahunga Ora aims to help New Zealanders to retire with confidence. Retiring with confidence means New Zealanders feel secure that they'll have resources to live and the know-how to make ends meet.

We focus on three areas: Retirement Policies, Retirement Villages and Financial Capability. As part of our role we advise Government on the policies that will enhance retirement outcomes for New Zealanders. We also help support individuals to better prepare for retirement, including through our website Sorted, and through advocacy we contribute to a better understanding of what retirement means in the 21st century. Times are changing.

TĀ MĀTOU PŪTAKE

OUR PURPOSE

To empower the people of Aotearoa on their journeys to a better retirement

TĀ MĀTOU WHAKAKITENGA

OUR VISION

New Zealanders retire with confidence

TĀ MĀTOU KAUPAPA MĀTĀMUA

OUR MISSION

Provide *trusted information*, *informed advocacy* and *effective collaboration* to improve retirement outcomes for all.

OUR VALUES

Kia manawanui Let us be big hearted

E tipu, e rea We grab the best of both worlds to flourish

Me hoe tahi We paddle as one

He taonga te pono We treasure truth

Position purpose

The Chief Operating Officer leads the core enabling functions for the Commission including Finance, People, Health, Safety & Wellbeing, Technology, and Business Support. The Chief Operating Officer supports the Retirement Commissioner to ensure the Commission operates efficiently and effectively with high quality strategic, operational, and finance leadership.



Key aspects of the role include

- Support the Retirement Commissioner by ensuring effective and integrated leadership decision making, project management, and organisational planning and outcomes are achieved.
- Lead policy and practice to ensure the Commission provides a safe and supportive environment for all team members
- Lead the annual budget setting process and associated strategic and financial analysis, working with Directors to achieve the best outcomes consistent with strategy
- Work with the Director Stakeholder Relations to produce Statements of Intent and Expectations, and Annual Reports
- Oversee the preparation and presentation of financial, management, and performance information
- Lead legislative and wider compliance activity including but not limited to risk management, government reporting, procurement, internal review, and external audit
- Oversee health and capability activity to help drive a collaborative culture and a high performing and engaged team aligned to the purpose and values
- Ensure the Commission has quality, effective technology and systems
- Ensure appropriate administrative and other business support is available to the Retirement Commissioner, the leadership team, and other teams as required

Working relationships

Reports to:	Retirement Commissioner
Member of:	Leadership team / Corporate Services
Direct reports:	3
Total Team Size:	6 Total Te Ara Ahunga Ora staff: 39
External Relationships:	Government departments and agencies such as MBIE, MSD, Treasury, IRD, Audit NZ External finance and legal advisors as required.
Internal Relationships:	Works closely with Directors and collaboratively across all functions.

Leadership Responsibilities

Leadership	
Navigating for the Future	
Leading strategically	Think, plan, and act strategically to engage others in the vision, and position teams and delivery partners, to meet the current and future needs of New Zealanders. Actively contribute to lifting the overall strategic capability of the leadership team.
Leading with influence	Lead and communicate in a clear, persuasive, and impactful way; to convince others to embrace change and take action.
Engaging with our people	Connect with and inspire people to build a highly motivated and engaged team.



Engaging with stakeholders	Focus on positive relationships and building consensus - whether working with industry, government agencies, community groups, or NGOs.
Thought leadership	Provide thought leadership and help lead the conversation and debate about retirement-related issues for government and the wider public.
Identifying and developing talent	
Enhancing people performance	Manage people performance and bring out the best in team members to deliver high quality results
Developing talent	Build team capability through coaching and provision of development opportunities
Enhancing team performance	Build a cohesive and high performing team
Stewardship – of people, functions, organisation and systems	
Enhancing organisational performance	Drive innovation and continuous improvement within remit
Enhancing system performance	Work to identify and implement improvements to team systems and processes
Making it happen with and through others	
Achieving ambitious goals	Demonstrate achievement, drive, resilience, optimism, and delivery-focus to make things happen and achieve ambitious outcomes.
Managing work priorities	Plan, prioritise, and organise work to deliver on short and long-term objectives across the organisation.
Achieving through others	Effectively delegate and maintain oversight of work responsibilities to leverage the capability of direct reports and team members.
Flexibility	Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members



Responsibilities and accountabilities

Pillar	Responsibilities
Trusted Information	<p>Finance and reporting</p> <ul style="list-style-type: none"> • Provide proactive financial analysis and other management reporting on trends and options for future strategy and operational consideration • Lead annual budget setting for Commissioner approval and oversee financial information for the Statements of Intent and Expectations • Oversee the preparation and presentation of quality financial reporting, and management & performance information for monthly, quarterly and annual reports • Ensure accurate and timely government reporting including Estimates, CFIS, reports to select committees and responses to PQs • Ensure payroll is operated with probity, efficiency, and accuracy <p>Technology</p> <ul style="list-style-type: none"> • Oversee a well-managed, fit-for-purpose, secure, and agile technology environment • Ensure technology projects are managed efficiently from scope through to delivery, and support wider Commission project management requirements • Oversee sound procurement and asset management practice <p>People</p> <ul style="list-style-type: none"> • Lead all people matters, working with the People Lead and consulting with the Commissioner as necessary • Lead annual performance and remuneration reviews, and monitor the engagement survey and recognition programme, to help create a high performing, engaged team aligned with our vision and purpose • Help strengthen individual, leadership and organisational capability through high quality learning and development planning • Ensure recruitment, training and remuneration policies and practices are compliant with relevant legislation and support the Commission to attract and retain skilled, flexible and adaptable team players • Work with the Kaihautū to integrate Te Reo Māori and Te Ao Māori within the organisation including in meetings, gatherings, policies, and process <p>Compliance</p> <ul style="list-style-type: none"> • Lead response to any formal employment relations matters, safety, reputation, fraud and any other relevant compliance matter, and provide other guidance and support as required • Oversee or manage all legislative and government compliance including official information act requests, sensitive expenditure, declarations of interest, conflicts of interest management, and statutory returns, such as GST and PAYE • Ensure the Commission’s Procedures Manual is current, including ensuring current best-practice processes are incorporated and promoting staff knowledge of the expectations and requirements



	<ul style="list-style-type: none"> • Oversee quality records management practice including compliance with the Public Records Act 2005 • Identify and mitigate organisational risk through membership of the Risk Committee, an effective risk register, and leading management and other reviews • Manage leases and supplier service contracts (eg. premises, equipment, travel, insurance, security, equipment) to ensure efficient services, cost-effective delivery, and compliance with all-of-Government procurement requirements
Effective Collaboration (external)	<ul style="list-style-type: none"> • Develop and maintain positive relationships with auditors, MBIE and other government departments, and sector partners.
Effective Collaboration (internal)	<ul style="list-style-type: none"> • Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into every aspect of work • Demonstrate the capacity to operate constructively with colleagues to further strengthen organisational performance and culture. • Acknowledge and develop other team members' skills, experience, knowledge, creativity, and contributions • Facilitate open communication and listen to feedback and input from other team members • Communicate respectfully and constructively to all team members • Actively participate in team and organisation wide meetings and events • Collaboratively develop solutions by seeking others' ideas and suggestions • Willing to openly share information and help team members in need • Understand diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences
Safety, Health and Wellbeing (all positions)	<ul style="list-style-type: none"> • Te Ara Ahunga Ora is 100% COVID-19 vaccinated workplace – when joining our organisation, there is an expectation that employees will be vaccinated. • Take reasonable care of own health and safety and ensure that actions don't cause harm to yourself or others • Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way • Rectifying minor health and safety issues where authorised and safe to do so • Reporting any hazards including unsafe conditions, equipment or practices, as soon as practicable • Ensure not under the influence of alcohol, drugs or medication which affects your ability to perform duties safely or efficiently • Report any incidents or injuries sustained while working and seeking appropriate first aid • Ensuring all health and safety equipment is used correctly

Essential skills and experience

- Team player - General attitude and conduct reflects a warm, helpful, and constructive approach



- Resilient - Shows composure and a sense of perspective during change and can help others maintain optimism and focus
- Integrity – Leads and guides the integrity of self, others and all business operations, data, and information
- Curious - Shows curiosity, flexibility, and openness
- Communication – Communicates clearly, professionally and constructively both verbally and in writing; letters, reports and submissions are accurate and well structured
- Ability to deliver - Works well under pressure, can prioritise and manage workload, meets expected deadlines, carries out instructions completely and accurately, uses knowledge and experience to inform decisions, demonstrates technical skills to deliver role expectations and takes appropriate action without being prompted
- Flexibility - Takes a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members

Position specific:

- Relevant tertiary qualification in finance/ business. Preferably CA qualified
- Public sector experience highly desirable
- At least ten years' experience in a senior corporate services role - a demonstrated track record in managing people and core business services from a process, technology, and compliance perspective
- Agile, flexible, cheerful, and able to work across disciplines and work streams
- Ability to plan, organise, monitor and deliver at a strategic and operational level
- IT savvy and interested in systems and automation
- A commitment to continuous improvement - passionate about efficiency and looking for better ways of doing things
- An ability to prioritise, multi-task and operate effectively and efficiently in a fast-paced environment
- Proven ability in building and maintaining trusted, respected relationships with colleagues, and internal and external stakeholders
- Strong verbal and written communication and numeracy skills

Acknowledgement

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of all tasks and duties. You will be required to perform other job-related tasks as requested and as necessitated by the development of this role and the organisation. This position description may also be modified and updated from time to time to reflect these changes.

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

Employee

Date

Retirement Commissioner

Date

