

## **BUSINESS MANAGER**

### **JOB DESCRIPTION**

<b>ORGANISATION UNIT</b>	North Haven Hospice, Administration Team
<b>LOCATION</b>	24a Takahe Street, Tikipunga, Whangarei
<b>RESPONSIBLE TO:</b>	Chief Executive Officer
<b>DIRECT REPORTS</b>	Receptionist Administration Assistant Administrative Assistant Data Entry Maintenance Person Clinical Administration Assistant
<b>PRIMARY FUNCTIONS OF THE POSITION:</b>	To ensure all administrative, financial and Human Resource systems and processes are managed efficiently and effectively

### **FUNCTIONAL RELATIONSHIPS**

The Business Manager will develop and maintain effective relationships with:

#### **Internal**

North Haven Hospice Board of Trustees  
North Haven Hospice Endowment Trust  
Members of the Leadership Team  
Hospice staff and volunteers

#### **External**

Contractors  
Local businesses  
Company Accountant, Auditor and Lawyer

### **NORTH HAVEN HOSPICE VALUES**

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

#### **VALUES**

#### **SUPPORTING STATEMENT**

Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

**KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:**

The position of Business Manager encompasses the following key areas of responsibility:

1. Maintain robust financial systems that meet organisational and legislative requirements.
2. Develop and maintain systems to manage core HR functions.
3. Maintain oversight of all external contracts (excluding core NDHB contracts) and North Haven Hospice's (NHH) maintenance schedule.
4. Manage the Administration team and ensure administrative support is provided to North Haven Hospice's Board of Trustees when required.
5. Undertake core leadership responsibilities.
6. Meet core organisational requirements.

The outcome requirements of the above key responsibility areas are outlined below:

**KEY RESPONSIBILITY 1:**

Maintain robust financial systems that meet organisational and legislative requirements.

Expected Outcomes:

- 1.1 Prepare annual budget in collaboration with the Chief Executive Officer (CEO), and review/analyse financial performance against budget.
- 1.2 Prepare and distribute monthly financial reports to the Board, the CEO and other service Managers.
- 1.3 Provide financial data as requested to support strategic and operational planning processes across the organisation
- 1.4 Ensure all financial management procedures support good governance, are robust, based upon best practice, clearly documented and regularly reviewed. This includes the retail operations.
- 1.5 Keep track of the day-to-day finances of the organisation and make sure that bank balances, input and expenses tally and that there are no discrepancies – this includes oversight of all processes established to manage creditors and debtors
- 1.6 In collaboration with the organisation's Accountant, prepare accounts for the annual financial audit to meet requirements of the Charities Commission.
- 1.7 Ensure ACC funding applications are processed appropriately.
- 1.8 Maintain a computerised payroll system and ensure fortnightly payrolls are processed in an accurate and timely manner – this includes but is not limited to aspects such as managing Kiwisaver, payment of additional allowances, payment of IRD payroll tax.
- 1.9 Oversee/manage capital expenditure.

**KEY RESPONSIBILITY 2:**

Develop and maintain systems to manage core HR functions

Expected Outcomes:

- 2.1 Ensure a consistent process is established and communicated to all staff in regard to the Administration team's role in arranging travel and accommodation for staff attending conferences, meetings and workshops.
- 2.2 Draft letters and contracts related to human resource management for review and signing by the CEO.

- 2.3 Ensure personnel files are maintained using an accurate and consistent method that maintains confidentiality
- 2.4 Support Managers in the recruitment process to ensure consistent processes and documentation are maintained
- 2.5 Attend relevant training opportunities to maintain currency in HR practices and NZ employment legislation

**KEY RESPONSIBILITY 3:**

Maintain oversight of all external contracts (excluding core NDHB contracts) and NHH's maintenance schedule

Expected Outcomes:

- 3.1 Develop external contracts involving appropriate staff, maintain an accurate file of all external contracts (excluding NDHB contracts) and ensure these are monitored and reviewed within agreed time-frames.
- 3.2 Manage all external service agreements and lease contracts, including those related to retail operations.
- 3.3 In collaboration with the CEO, develop a long-term maintenance schedule that includes a projected budget; ensure all planned work occurs according to agreed time-frames and within budgeted parameters; and that completed work is clearly documented.
- 3.4 Ensure maintenance issues are addressed in a timely manner.
- 3.5 Manage building, equipment and vehicle resources.
- 3.6 Develop and maintain good working relationships with contractors and businesses that support North Haven Hospice.

**KEY RESPONSIBILITY 4:**

Manage the Administration team and ensure administrative support is provided to North Haven Hospice's Board of Trustees when required.

Expected Outcomes:

- 4.1 Ensure adequate staffing levels and support are maintained for the administration team.
- 4.2 Undertake annual performance appraisals with all direct reports.
- 4.3 Implement strategies that build a sense of team work across the administration team, together with an understanding of the vision and direction of the organisation as a whole.
- 4.4 In collaboration with the Fundraising and Communications Manager, ensure good communication occurs between the Administration and FR & Communications teams to enhance a shared understanding and consistent systems.
- 4.5 Provide administrative support to North Haven Hospice's Board of Trustees and Endowment Trust by:
  - a. Ensuring all information required for board meetings is collated and sent to Board members in a timely manner.
  - b. Providing administrative support to the Chairperson of the Board of Trustees as required.
  - c. Providing administrative support to the NHH Endowment Trust as requested by the Chairperson of the Endowment Trust.

**KEY RESPONSIBILITY 5:** Undertake core leadership responsibilities

Expected Outcomes:

- 5.1 Work within a collaborative leadership model that supports shared decision making and the vision and values of NHH
- 5.2 Participate in strategic and annual service planning processes.
- 5.3 Ensure that planning and evaluation of services takes into account consumer expectations and contractual obligations.
- 5.4 Work in partnership with members of NHH's Leadership Team to make sure all work streams across the organisation are well aligned and that there is a shared understanding of priorities.
- 5.5 Ensure specifically identified objectives within the annual service plan are met, and that reporting occurs in a timely manner.
- 5.6 Ensure activities align with and support the organisation's strategic direction.
- 5.7 Promote a learning environment and a positive culture where innovative solutions to emerging issues is encouraged and supported.
- 5.8 Develop excellent relationships with colleagues and external stakeholders relevant to the position.
- 5.9 In collaboration with other team members, actively promote a public health approach to palliative care and NHH's vision of "compassionate communities that work together, supporting people to live and die well"

**KEY RESPONSIBILITY 6:**

Meet core organisational requirements

Expected Outcomes:

- 6.1 Know, uphold and model the values, philosophy, policies and standards of North Haven Hospice and current recommended best practice standards relevant to the position.
- 6.2 Keep informed about and complies with legal and regulatory requirements including any code of conduct relevant to the position.
- 6.3 Participate in the North Haven Hospice continuous improvement and risk management programme.
- 6.4 Participate in the North Haven Hospice health and safety management programme, acting in accordance with the agreed standards and accountabilities of staff as set out in the Health and Safety policy.
- 6.5 Observe and promote safe work practices and be proactive in hazard management.
- 6.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 6.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 6.8 Participate in performance review and development, including attending training relevant to the position.
- 6.9 Act as an ambassador for hospice in the community through work and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

**VARIATION OF DUTIES:**

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet changing service requirements.

**Signed Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signed Employer** \_\_\_\_\_ **Date** \_\_\_\_\_

## **BUSINESS MANAGER**

### **PERSON SPECIFICATION**

#### **EDUCATION AND QUALIFICATIONS:**

**Essential:**

Bachelor of Business Administration (or equivalent)

**Desirable:**

Post-graduate qualification/s in Business Administration, Accounting or other related field/s

#### **EXPERIENCE**

**Essential:**

Extensive experience with financial applications and accounting systems

Experience in a variety of responsible business positions, including business administration, financial management and accounting

Experience in developing and maintaining Human Resource systems.

Proficient in using ACE payroll and QuickBooks Accounting

**Desirable:**

Recent Management experience

Developing and monitoring contracts

Experience working in the not-for-profit sector

Experience managing a building maintenance programme

#### **AWARENESS AND UNDERSTANDING OF:**

Philosophy of Hospice

Health Information Privacy Code 1994, revised edition 2008

Code of health and Disability Consumers' Rights 1996, reviewed edition 2009

Health and Safety at Work Act 2015

Te Tiriti o Waitangi / Treaty of Waitangi

#### **SKILLS AND PERSONAL ATTRIBUTES:**

Strong organisational skills

Exceptional interpersonal skills

Advanced skills and experience in Microsoft Word for windows, word processing, Excel spread sheeting and use of numerical keypad with a high level of accuracy

Ability to multi task, learn new tasks quickly and accurately and demonstrate flexibility

Excellent verbal and written communication skills

Advanced computer skills

Ability to deal with complex and challenging situations

Accountability for own actions

Ability to work autonomously and as part of a team

Well organised with the ability to prioritise and meet deadlines

High level of integrity and confidentiality