



Chief Operating Officer Tumuaki Whakahaere

Position Description

Reports to	Chief Executive
Team/Unit	People and Culture Team, Finance and Business Services Team
Location	Wellington
Salary Band	\$158,500 - \$214,400
Direct Reports	7-10
Indirect Reports	None

About the Human Rights Commission

The Human Rights Commission was created to provide better protection of human rights in Aotearoa. The Commission was formed in 1977 and works under the [Human Rights Act 1993](#). It is funded through the Ministry of Justice but operates independently of the New Zealand Government as an independent Crown entity.

Our values:

Our values guide how we behave as an organisation and as individuals to achieve our mission:

- Mana tangata – human dignity
- Māia, tika pono – courage and integrity
- Whanaungatanga – relationships

About this Position

As a member of the Commission's senior leadership team. This role leads the corporate functions: People and Culture and Finance and Business Services, to provide effective strategic and operational advice to support the organisation and people (including the Office of Human Rights Proceedings under a shared services arrangement). The COO is responsible for establishing and leading a cohesive corporate services team, ensuring effective services are maintained, and building a high performing, effective team culture.

The COO will play a significant role in developing our Tiriti-based organisation and developing HRC as a human rights exemplar in the way it operates.

Purpose of the Team

Ensure a high-performing organisation and engaged diverse workforce and promotion of an organisational culture that supports achievement of the Commission's goals and a human rights exemplar.

Provide effective and efficient:

- human resource services, processes and systems to support the Commission and enable it to meet its obligations as a good employer
- finance function that enables the Commission to carry out its purpose and to support the Commission’s ongoing growth and financial sustainability
- IT, knowledge management and office management services.

Working Relationships

Reports to:	Chief Executive
Internal relationships:	Waihanga Maramatanga – our Leadership Team Pou Ārahi – leader of our Tiriti based organisation work Commissioners Director of Human Rights Proceedings HRC Colleagues PSA Delegates
External relationships:	Stakeholder Management – Ministry of Justice, Public Service Commission, Public Service Association; Audit New Zealand; Archives New Zealand; Central Agencies Shared Services – Treasury; MBIE – Procurement; Other Government Agencies. Supplier Management – Employment Relations Lawyers, Banks, Insurance, Outsourced IT, Consultants and General.
Direct reports/financial delegations:	People & Culture Advisor Senior Finance Officer Financial Assistant Senior ICT Advisor Services Coordinator (ICT) Information Management Advisor Administrator Contractors as required

Key Accountabilities

Functional	<p>Programme Management</p> <ul style="list-style-type: none"> • Provide programme leadership for the Organisational Excellence Committee <p>People and Culture</p> <ul style="list-style-type: none"> • Lead the Commission’s people strategy and plan, and lead People and Culture capability issues • Advise the CE, Commissioners and managers on people related issues to ensure HRC has a high performing, engaged workforce • Work with the Chief Executive to understand current and future organisational needs • Work with Pou Ārahi to develop the people and culture related aspects of a Tiriti based organisation,
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	<ul style="list-style-type: none"> • Provide advice and support to managers and staff on the full range of HR functions to ensure a positive employee experience and compliance with legislative and organisational requirements • Ensure a productive and effective working partnership with PSA • Support managers to ensure performance management plans (KPI) and individual development plans (IDP) are in place for all staff • Provide technical advice and support to the CE and Managers in the design and implementation of new/changed structures by contributing organisation design expertise and appropriate change processes. <p>Finance Services</p> <ul style="list-style-type: none"> • Ensure that sound financial / business advice and support is provided to Waihanga Maramatanga, the CE, Audit Committee and Board • Ownership of the Audit Committee agenda, papers and relationship with the Chair, supported by the CE. • Ownership of key cyclical processes - Statement of Performance Expectations (finance only), business planning, budget, year end and external audit. • Operational Finance Lead – month end, payroll, payment runs (suppliers and expense claims), ensuring adequate internal controls, cash investment, taxation compliance. • Compliance & Controls – procurement framework; business continuity plan; risk management; policy creation and renewals. • Business Improvement – Māori Business – progressive procurement; procurement category reviews (better goods and services / less cost); smarter finance systems and process as the Commission continues to grow. <p>IT, Knowledge Management and Business Services</p> <ul style="list-style-type: none"> • Provide leadership and management of the IT, Knowledge Management and Business Services functions. • Provision of up-to-date IT and Knowledge Management systems to support delivery of the Commission’s strategy while enabling employees to perform productively • Knowledge Management coordination and reporting on Official Information Act requests and Privacy Act complaints • Identify and implement cost effective IT improvements to business processes and functions supporting the Commission’s strategy • Negotiate and manage contracts for the provision of outsourced IT • Ensure security and confidentiality of the Commission’s IT and Knowledge Management systems and services
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	<ul style="list-style-type: none"> • Effective and efficient support services to the Auckland and Wellington Offices including property related adds, moves and changes.
Contribute to the Leadership Team	<ul style="list-style-type: none"> • As a member of Waihanga Maramatanga, provide leadership to the Commission, including the development and promotion of the Commission’s strategy and priorities • Provide strategic advice to the Commission, including on the management of risk, to ensure early identification of issues that may become high profile; brief Commissioners and Chief Executive; and suggest actions to deal with risks, as they emerge • Partner with colleagues to promote and deliver on the human rights dimensions and people aspects of the Treaty of Waitangi, and support the development of the Human Rights Commission as a Tiriti-based organisation • Ensure execution of the Commission’s Business Plan, within budget • Support colleagues to be successful.
Lead the Team	<ul style="list-style-type: none"> • Lead, manage, support and coach direct reports to ensure a flourishing, customer focused team • Ensure that each report has an individual performance and development plan • Ensure effective cross-team collaboration
Build Te Tiriti based organisation	<ul style="list-style-type: none"> • Partner appropriately to promote the human rights dimensions of te Tiriti o Waitangi and to develop the Commission as a Tiriti-based organisation
Ensure compliance with organisational policies and procedures	<ul style="list-style-type: none"> • Ensure compliance with all legislative and organisational requirements including the good employer responsibilities under the Crown Entities Act 2004, the Holidays Act, and responsibility for workplace health and safety under the Health and Safety in Employment Act • Take management level responsibility for workplace health and safety under the Health and Safety at Work Act 2015. • Understand and uphold our Human Rights Commission internal policies.
Health and Safety	<ul style="list-style-type: none"> • Advocate and ensure compliance with the requirements of the Health and Safety at Work Act 2015 • Encourage a holistic culture of cooperation and responsibility across the Commission to promote health and wellbeing across the workplace.
Self-management	<ul style="list-style-type: none"> • Develops own knowledge and practice • Reflects on and evaluates priorities, interests and effectiveness
Other	<ul style="list-style-type: none"> • As a proactive leader, identify opportunities and undertake any additional responsibilities as reasonably required by the Chief Executive

Person Specification

<p>Qualifications & Training:</p>	<ul style="list-style-type: none"> • A relevant business degree and professional qualifications. Qualification in Human Resource Management is the priority focus of this role. • Financial qualifications and / or experience would be beneficial.
<p>Demonstrated Experience:</p>	<p>Significant successful experience in:</p> <ul style="list-style-type: none"> • Leadership, management and development of teams • Exemplary human resources management, ability to provide support and advice to managers on a range of human resources issues, in a small to medium public service organisation • Oversight of financial management, including financial analysis, monitoring and reporting • Knowledge of state sector accounting requirements and audit processes • IT, Knowledge Management and Business Services supporting organisational strategy • Designing and implementing efficient and effective organisational business processes and systems to support organisational strategy • Diversity and inclusion in workplace practices, including recruitment • Project and programme management - a systematic and organised approach • Knowledge of employment legislation and relevant policies, including case law and recent changes • Managing a variety of stakeholder relationships, gaining the support and participation of key individuals and groups
<p>Personal Attributes:</p>	<p>Strategic and operational leadership</p> <ul style="list-style-type: none"> • A strong interest in human rights and able to build a human rights lens into the Commission’s culture • Demonstrates understanding of the Treaty of Waitangi and its relevance and application to the work of the Commission and willingness to embrace the requirements to fulfil the responsibilities of a Tiriti-based organisation. • Forward thinking, seeks new ideas, accepts challenges and opportunities and manages risks • Able to see the big picture and also work with the detail • Able to manage both continuity and change • Willing to roll up sleeves and get the job done <p>Analysis</p> <ul style="list-style-type: none"> • Thinks analytically, conceptually and laterally • Makes links between diverse pieces of information • Flexible and innovative approach to problem solving and decision making; able to develop and deliver effective solutions

	<p>Leadership and Management of People</p> <ul style="list-style-type: none"> • Models good leadership practice and supports managers to lead effectively • Works effectively with diverse individuals and groups • Coaches and supports others for success • Can help resolve contentious issues • Encourages collaboration and engagement • Communicates honestly and openly with staff about performance; acknowledges and rewards excellence, and provides high quality feedback and coaching to accelerate development and address poor performance issues effectively • Demonstrates a sound understanding and effective implementation of finance and budget management <p>Building and Sustaining Relationships</p> <ul style="list-style-type: none"> • Establishes and maintains positive relationships internally and externally • Clear and effective communicator, spoken and written, with a wide range of people and in all situations. Good listener and effective influencer. <p>Conduct</p> <ul style="list-style-type: none"> • Displays the highest standards of personal and professional behaviour • Models behaviours consistent with the Commission’s values and holds others accountable for those behaviours • Shows good judgement and discretion • Demonstrates commitment to continual professional development
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