

ROYAL FOREST AND BIRD PROTECTION SOCIETY OF NEW ZEALAND INC.

JOB DESCRIPTION

JOB TITLE

Business Services Manager

PURPOSE

The Business Services Manager provides trusted advice to internal partners and contributors relating to asset management, procurement, project management, and supplier contracts. They ensure all projects are linked to our strategic plan and are planned effectively to be delivered within budget and achieve the desired impact with target audiences. The Business Services Manager establishes and cultivates successful relationships with suppliers.

SPECIFIC DUTIES & RESPONSIBILITIES

Leadership

- Managing the Business Services function within the organisation and providing guidance to staff and branches on current practices.
- Providing advice, coaching and actionable recommendations to the Chief Executive and Leadership Team.
- Delivering training to staff and branches.
- Actively role modelling organisation values and desired behaviours.
- Directing and guiding the work of the Office Administrator, including providing feedback, coaching, and conducting performance reviews.
- Performing the role of Privacy Officer

Project Management & Planning

- End to end Project Management applying a robust methodology for rigour to the delivery and framing of projects.
- Incorporating planning, scheduling, risk, compliance milestones, reporting, resourcing, costs and business integration into the scoping of projects and being able to provide guidance to the organisation to ensure consistency.
- Taking ownership and responsibility for the following projects:
 - o Document Management System.
 - o Retention, Disposal and Archiving of records.
 - o Asset Management.
 - o IT management.

Asset Management

- Implementing the asset management strategy across the organisation relating to both tangible and intangible assets.
- Taking responsibility for managing the legal contracts and related supplier agreements for work on Forest & Bird reserves and lodges.
- Putting structures and procedures in place around asset management to guide consistent operational practice.
- Socialising these procedures with branches, and delivering training to key members to ensure consistent practices across the organisation.
- Communicating the asset management strategy to the organisation through multiple channels to reach relevant audiences in a timely manner.
- Developing a workable and intuitive Asset Database in conjunction with Finance team.
- Reporting to the Board's property committee on asset management matters.

Office Management & Systems

- Overseeing the workflow and managing staff with the responsibility for office administration, including arranging back up for reception services to cover absences (answering phones, greeting visitors, booking couriers, and preparing outgoing mail).
- Negotiating purchasing contracts with office suppliers.
- Developing systems and processes that encourage staff to adopt and sustainable green approach to business practices.
- Providing annual reporting on F&B's carbon footprint.
- Training all end users on systems that they are required to use eg. DMS, Branch Portal (OneDrive), Lodges, Intranet, etc.

Supplier Contracts and Procurement

- Considering the whole of life journey and green footprint with respect to products and services procured by Forest & Bird, especially the ethical creation and destruction of products.
- Directly managing, and periodically reviewing the relationships with:
 - o Building owners and Landlord.
 - o Office Products suppliers.
 - o Photocopier/printing contracts, e.g. Fuji Xerox/Konica Minolta.
 - o Service-based contractors, such as Cleaners, Electricians, Plumbers, etc.
 - o ICT contracts, i.e. IT support, telecommunications and mobile services.
- Maintaining good relationships with the Building managers of all Forest & Bird offices and liaise with them regarding any security, car parking or building maintenance issues.

Reporting, Analysis and Budgets

- Curating regular reports for the Chief Executive and Leadership Team to inform decision making and direction of critical business processes.
- Providing robust insights beyond the superficial to add value to operational planning, budgeting, resourcing, and risk assessment.
- Informing and providing input into annual planning, forecasting, and budget processes for Chief Executive.
- Ensuring all business cases contain accurate opex/capex financial information to support decision making.
- Updating the Risk Register for the CE and Leadership Team.

Information & Communications Technology

- Provide level 1 IT support for staff, including; maintenance of distribution and security group lists, redirection & forwarding emails, purchasing new software and hardware, arranging computers and setup for new staff.
- Management of all IT contracts, e.g. IT support, telecommunications and mobile services.
- Improving Forest & Bird IT by working with our IT support company in making recommendations on what software and hardware should be used, including whether to lease or purchase computer hardware.
- Ensuring Forest & Bird is not compromised through cyber attacks.
- Working with our ICT support companies to ensure business continuity, includes ensuring our IT support companies have best practice measures in place to prevent a breakdown to business as usual for Forest & Bird.
- Approve new software and hardware as required (from time to time)
- Be the first point of contact for all ICT matters.

Health & Safety

- Taking reasonable care for personal safety and wellbeing in all Forest & Bird workplaces, project sites, and if and when driving vehicles.
- Acting in accordance with all reasonable Health and Safety instructions, policies, and signage making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others.
- Reporting all occupational injury, illness, near miss incidents, accidents, environmental spills or fire (regardless of its severity) to your manager, and log it in Vault.
- Reporting all hazards which may result in an injury, illness, spill or fire, to your manager, and to the health and safety email.
- Arrange workstation assessments for any staff member who is experiencing discomfort at their workstation.
- Purchase and distribution of H&S-based furniture and equipment to staff, as required.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

- Tertiary qualification in a business related field.
- At least 5 years' proven experience in Asset Management and procurement, with a proven understanding of procurement processes and practices.
- A minimum of 5 years' experience and background in IT, i.e. working/liasing with IT support companies, and Level 1 IT support experience is preferred.
- Experience working with document management systems, including maintaining the back end as well as ensuring, in conjunction with trained super users, our DMS operates effectively.
- Proven experience managing integrated projects under tight deadlines; and a familiarity with the principles of sound project management (Prince 2 or equivalent).
- Highly organised, disciplined, resilient, and capable of managing a wide range of competing priorities while remaining composed.
- An ability to think strategically, applying common sense and political nous, judgement and insight.
- Strong analytical skills.
- Strong written and verbal communication skills.
- Experience using online Content Management Systems, integrated systems, Office 365, in addition to a working knowledge of MS Office programmes, and email.
- Strong analytical skills and experience interpreting strategy into an operational model.
- Experience managing service delivery in a complex and disbursed business.
- Excellent interpersonal relationship management skills, with an ability to relate across the organisation, with third parties, and a diverse range of stakeholders.
- An ability and genuine interest in leading, mentoring and growing other staff.
- A genuine interest in conservation and environmental issues, and brings that into their work each day.
- Maturity to confidentially manage a range of matters that are inherently personal in nature.
- Courage to speak up and challenge, improve or raise issues that need to be addressed.
- Cheerful, positive and comfortable working with a bunch of professional, focused and fun colleagues.
- Brings their real self to work each day.