



## **Job Description**

**GENERAL MANAGER CORPORATE SERVICES**

**February 2012**

## **General Manager Corporate Services**

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### **KEY RELATIONSHIPS**

|                                |   |
|--------------------------------|---|
| <b>Reports to:</b>             | Chief Executive   |
| <b>Direct reports</b>          | <ul style="list-style-type: none"> <li>Board and Organisation Support Manager</li> <li>Business Planning Manager</li> <li>Chief Information Officer</li> <li>Communications Manager</li> <li>Finance Manager</li> <li>Human Resources Manager</li> <li>Programme and Procurement Manager</li> </ul> |
| <b>Internal Relationships:</b> | <ul style="list-style-type: none"> <li>Board members</li> <li>Corporate Services staff</li> <li>Authority staff</li> <li>Consultants and contractors</li> </ul>   |
| <b>External Relationships</b>  | <ul style="list-style-type: none"> <li>Audit NZ</li> <li>Market Operation Service Providers</li> <li>Ministry of Economic Development</li> <li>Sector interests</li> <li>State Services Commission</li> </ul>   |

**ROLE PURPOSE:**

Provide expert advice and input to the Chief Executive and Senior Leadership Team on organisational strategy and performance to support the achievement of the Authority's vision of being recognised as a world-class electricity regulator within 3-5 years.

Provide high quality leadership and management of the Authority's range of corporate services to drive organisational capability and operational excellence in support of quality regulation of the New Zealand electricity market.

Represent the Authority in sector engagement activities, including appropriations consultation, workplan development, official briefings, performance reporting, and information dissemination to interested parties.

**The key accountabilities listed below are not intended to be a complete or limiting description of the role and certain duties may change from time to time.**

**KEY DUTIES & RESPONSIBILITIES****Strategic**

1. Promote the 'Path to World-class' as an organisational priority in accordance with the Authority's Statement of Intent 2011-2014 and provide thought-leadership for the Senior Leadership Team and staff on attainment of that vision.
2. Lead the Authority's continuous improvement programme, and, on an ongoing and structured basis, identify and access organisational productivity and efficiency gains that can be achieved from innovations in delivery of Authority corporate services and business functions.

**Management**

3. Develop and maintain a corporate services team capability and culture that reflects the Authority's values, facilitating performance, professionalism and initiative by staff throughout the organisation.
4. Champion value-for-money and model cost-effective measurement techniques for assessing output quality delivered by corporate services business-as-usual and project activities.
5. Manage projects and activities as required by the Chief Executive, involving policy development, coordination or advice in areas of organisational-wide interest..

**Finance**

6. Develop and manage the Authority's public sector accountability requirements, and establish expert credibility through effective interaction with key external agencies, including the Office of the Auditor General, Audit NZ, Ministry for Economic Development, and Treasury.
7. Undertake strategic level financial analysis and input to policy development, including funding and levy issues.
8. Coordinate the external planning, budgeting and resource acquisition processes for the Authority.
9. Co-ordinate the Authority's financial and information management requirements to facilitate sound and timely decision-making.
10. Manage the Authority's risk policy and framework and the internal audit plan, including supporting the Board's Audit and Finance Committee.

**Planning and reporting**

11. Maintain and evolve the strategic planning framework for the Authority. The framework should enable clear links from individual projects through to government outcomes.
12. Build and manage a process to develop business and operational plans, in conjunction with General Managers, and to monitor, report on, and support coordination of all business activity and policy projects (non-financial reporting).
13. Manage the public consultation on the Authority's appropriations, including the work programme and budget.
14. Develop a Programme Management Office to oversee effective, timely and within-budget delivery of Authority projects.

**Organisational Development**

15. Monitor international advances in organisational performance improvement, particularly in regulatory environments, investigate and recommend best-practice developments and implement approved initiatives.
16. Develop and continuously review cost-effective personnel management and related human resource functions, which enable the Authority to meet its performance targets through attraction and retention of high-calibre expertise.

**Information Technology**

17. Ensure specialised information technology requirements of the Authority are identified, accurately quantified, planned and managed to enable the Authority to deliver world-class analytical and market information services at all times.
18. Oversee provision and maintenance of fit-for-purpose IT equipment, applications, user support and training to enable Authority staff to routinely perform their duties professionally and productively.

**Communication**

19. Oversee implementation and review of the Authority's strategic communications framework and branding, and ensure engagement goals are met.
20. Direct the design and development of the Authority's website and other online services to ensure end-users, including participants, consumers, investors, sector specialists, and policymakers have ready access to specific information as and when required.

**Knowledge management**

21. Provide assurance systems for all Authority internal and external knowledge management processes, with special emphasis on accessibility, quality and security of governance-related documentation.

**Procurement**

22. Provide specialist advice to senior staff as required in relation to market operation service provider contract management.
23. Ensure property, fit-out, equipment and administrative support requirements are in place and operate cost-effectively.

**Policy**

24. Develop, review and maintain a policy framework and specific policies as required to ensure the efficient and effective running of the organisation.
25. Manage the Authority's business continuity plan to ensure that the Authority can continue to carry out its duties in the event of interruptions.

**PERSON SPECIFICATION**

To be successful in this role you will have:

1. Highly developed analytical and technical skills.
2. Demonstrated capability in robust analysis and effective advocacy of complex concepts and commercial issues, including provision of high quality supporting documentation.
3. Familiarity with the machinery of Government and a track record of establishing credibility and constructive working relationships with senior executives, officials and decision-makers.
4. Affinity for innovation, and the ability to articulate the big picture, combined with self-directed commitment to advancing and achieving agreed outcomes.
5. A personal style that engages superiors, colleagues and staff, earning buy-in to strategies and procedures.
6. Proven skills in introducing systems and managing organisational processes to achieve teamwork and productivity.

**EXPERIENCE & KNOWLEDGE**

1. Membership as a Chartered Accountant of the New Zealand Institute of Chartered Accountants and experience as Chief Financial Officer or equivalent in a significant organisation.
2. Several years' general management experience as a member of a senior executive team.
3. Familiarity with state sector financial management and governance requirements.
4. Sound practical knowledge of corporate services functions in general, and in-depth expertise in one or more functions, other than finance.
5. Demonstrated ability to interact effectively at board-level, facilitate inclusive strategic and business planning processes across an organisation and manage multiple operational workstreams in a fast-paced environment.
6. Qualifications or expertise in programme management will be well regarded.