POSITION DESCRIPTION

Role Title: National Business Manager
Business Group: Barnardos Early Learning
Reporting to: General Manager, Barnardos Early Learning
Salary Range: Corporate Band I

Barnardos is New Zealand's leading children's charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

Our vision/moemoeā
An Aotearoa New Zealand where every child shines bright.

Our mission/kaupapa
Be the voice and greatest fan of the next generation
Shape brighter futures via early education and targeted social services
Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles
- Kotahitanga – Unity
- Māiatanga – Realise Potential
- Mahi tōtika – Do the Right Things Well
- Ata Whakarongo – Hear with Intent
- Kaikōkiritanga – Progress with Purpose

Purpose and scope of the role:
As a member of the Barnardos Early Learning (BEL) Senior Leadership Team (SLT), the National Business Manager is responsible for leading effective strategic business planning, financial management, business process improvement and business support functions for BEL Centres and Home Based Networks.

Purpose of the Business Group:
The purpose of Barnardos Early Learning is to provide high quality, financially sustainable early learning which meets the needs of the children and their families through services that are customer centric, consistent and result in high quality learning experiences.

Key Result Areas
Strategic Business Planning And Leadership

Outcome: BEL SLT delivers financial, customer and market outcomes, as set out in their Strategic Plan

Key responsibilities include:
- Managing systems and processes to ensure direct reports and teams are enabled to continuously improve compliance, standards and customer service
- Identifying, designing and implementing process improvements for efficiency, customer service and business support
- Developing programmes on community engagement and profile-raising techniques
- Monitoring, tracking and improving the collection and analysis of quantitative and qualitative business unit data
- Observing and reporting on intelligence gathered regarding competitors, including monitoring industry trends and community developments
- Collaborating with frontline leaders to ensure business reporting and analysis is accurate and focussed on the things that make a difference to business sustainability
- Evaluating business opportunities to provide increased customer retention and satisfaction

Financial Management Responsibilities

**Outcome:** Results against financial targets are delivered and revenue expectations are met through revenue drivers, efficiencies and cost savings that support financial growth and operational effectiveness

**Key responsibilities include:**
- Delivering on the BEL Workplan, in collaboration with peers, in a way that supports the Barnardos strategy and measurement framework
- Contributing to budgets and forecast decisions and ensuring business management teams are adequately resourced and able to achieve targets, in-line with the Workplan
- Ensuring direct reports understand their budgets and objectives and are focused on achieving these through efficient use of resources

Leadership And Management:

**Outcome:** BEL support teams are well led, engaged, motivated and have a reputation for outstanding service

**Key responsibilities include:**
- Recruiting, inducting and developing direct reports and collaborating with the Team Leaders to set improvement targets for their teams
- Providing regular coaching and mentoring to direct reports, so they are motivated and inspired in leading their respective teams
- Developing and maintaining a customer-focussed team culture that reflects Barnardos values and core principles and centres on continuous improvement
• Identifying potential system improvements and opportunities and/or threats to organisational performance and raising them in a timely manner to the General Manager

Business Standards & Risk Management

Outcome: Processes and projects meet legislative and regulatory requirements and support all BEL services

Key responsibilities include:
• Ensuring policies, procedures and forms are aligned to meet both business and legislative requirements, and are understood and implemented appropriately
• Leading the ongoing review of business processes to maintain compliance and ensure efficiency
• Overseeing ongoing improvements to continuously lift performance and customer engagement within BEL

Ngā Pou e Whā (Māori Strategy)

Outcome: All relationships are built with consideration of the Barnardos values, core principles and Ngā Pou e Whā (Māori Strategy)

Key responsibilities include:
• Playing a leadership role in ensuring all employees engage in Barnardos values, Ngā Pou e Whā (Māori Strategy) and strategic plan
• Playing a proactive role in ensuring the organisation’s practices are culturally safe and inclusive
• Acquiring a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and apply them to everyday practice

Health, Safety and Environment

Outcome: A safe and healthy working environment is maintained at all times

Key responsibilities include:
All Managers are personally accountable for:
• Complying with occupational health and safety legislation and regulations.
• Being familiar with and observing all Barnardos safe work policies, procedures and instructions.
• Promoting and participating in health and safety, maintaining a safe workplace, and ensuring that all equipment is used correctly at all times.
• Taking personal responsibility for own health and safety and ensure no action or inaction harms others in the workplace; continuing to update knowledge and management competence in health and safety
- Contributing to the budgets and strategic plans, ensuring all peers, direct reports and staff understand the business requirements, trends and implications
- Ensuring that all employees and contractors understand and accept their responsibility to adhere to and promote a safe and healthy workplace.

Projects or Other Duties as Required

**Outcome:** Other duties which may reasonably be required which fit the role’s purpose, and for which the position holder is qualified or has received adequate training or instruction for, are performed

**Key responsibilities include:**
- Participating in working parties, committees or project teams as required
- Supporting colleagues during periods of peak work activity and/or times of absence

The key responsibilities of the role may change from time to time to ensure that Barnardos adapts and responds to changes in the business environment. Any significant changes would be discussed between the employee and their manager.

Key Relationships

The National Business Manager’s **key relationships** are as follows:

<table>
<thead>
<tr>
<th>Internal Relationships:</th>
<th>External Relationships:</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEL SLT - in particular the General Manager, the National Operations Manager and National Manager Pedagogy and Quality Assurance</td>
<td>Customers (parents, caregivers, Home Based Educators)</td>
</tr>
<tr>
<td>People &amp; Capability, Finance, Marketing &amp; Fundraising and Advocacy teams</td>
<td>Stakeholders, including community groups suppliers and partners</td>
</tr>
<tr>
<td></td>
<td>Ministry of Education</td>
</tr>
<tr>
<td></td>
<td>Sector agencies</td>
</tr>
</tbody>
</table>

Person Specification

Qualifications (or equivalent level of learning)

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tertiary qualification in business or a related field</td>
<td>Recent business management training</td>
</tr>
<tr>
<td>Current, unrestricted drivers licence</td>
<td></td>
</tr>
</tbody>
</table>

Experience

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significant experience (5 years+) in a leadership role with a business management, business development, or general management focus</td>
<td>Public relations, customers service and community engagement experience</td>
</tr>
</tbody>
</table>
Knowledge

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business planning and analysis tools and methods</td>
<td>Knowledge of financial planning, marketing and human resources</td>
</tr>
</tbody>
</table>

Skills and Attributes

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent business acumen, with proven understanding of financial management and the principals of business marketing and promotion</td>
<td>Adaptability to deal with changing conditions, responsibilities and people</td>
</tr>
<tr>
<td>Target driven and motivational</td>
<td>Ability to problem solve and innovate</td>
</tr>
<tr>
<td>Effective planning and organising skills</td>
<td>Ability and desire to ensure great customer service</td>
</tr>
<tr>
<td>Excellent verbal and written communication skills</td>
<td>Ability to present a persuasive business case to a range of audiences</td>
</tr>
<tr>
<td>Strong interpersonal skills with the ability to challenge, influence and lead others through change</td>
<td></td>
</tr>
</tbody>
</table>

Vulnerable Children Act 2014
This role is non-core Children's Worker under the Vulnerable Children Act 2014

Delegations and Authority

Human Resources
- Full supervisory/managerial responsibility, includes allocation of work, accountability for their outputs, quality etc, and review of their performance and development.

Financial - Budgetary and Expenditure Limits
- **Budget Expenditure**
  Responsibility for managing own operating expenditure budget.
- **Purchase Orders**
  Maximum authority to approve/issue purchase order to the value of: $5,000
  - **Purchase Card (Fraudom Card)**
  Monthly limit of $1000 and per transaction limit of $200
  - **Correspondence**
  Authority to sign external correspondence

Authorisation of Position Description
Positions in Barnardos may change over time as the organisation evolves and priorities change. Responsibilities for this position may change as the job evolves over time and such change may be initiated as necessary by the manager of this position. All changes must be approved by the relevant Executive Leadership Team (ELT) member.

<table>
<thead>
<tr>
<th>Date Created:</th>
<th>February 2017</th>
<th>Date last updated:</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorised by:</td>
<td>General Manager, BEL</td>
<td>Date: May 2019</td>
<td>Signature:</td>
</tr>
</tbody>
</table>