

JOB TITLE People for Us Manager

TEAM People for Us

REPORTS TO Chief Executive Officer known as National Manager of People First NZ

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| **position description** | |
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| Position purpose | A national quality improvement initiative, being a peer monitoring service led by disabled people known as People for Us.     People for Us is a service monitors disabled adults and tāngata whaikaha Māori living in the Ministry of Social Development funded residential disability support services to ensure that disabled people are safe, living their good life and experiencing high quality support.  People for Us is a service that is not currently provided and therefore the initial phases of the contract are focused on the establishment and design of the service before the work begins with disabled people and tāngata whaikaha Māori and their family and whānau. After the establishment phase, you will be expected to design strategies and set goals for growth whilst maintaining budget and optimising expenses. Including the management of diverse employees. |
| Main tasks | Core objectives include:   * oversee day-to-day operations * set policies and procedures * ensure employees work productively and develop professionally * oversee recruitment and training of new employees * evaluate and improve operations and financial performance * direct employee performance appraisals * provide regular reports to the National Manager and National Committee * provide reports to the funder in line with contractual obligations * ensure staff follow health and safety regulations * provide solutions to issues (e.g., budget overspends, employee conflicts) * integrate this service into People First NZ’s core business and teams in a collaborative model * establish and work with an advisory committee * manage established budget * the above list is not exhaustive, and the role may change to meet the overall objectives of the business. |
| Other Duties | Additional duties include:   * foster a culture of inclusivity, innovation, and empowerment within the organisation * ensure all services meet accessibility standards and are tailored to the needs of disabled individuals. * advocate for the rights and needs of disabled people * fulfil other duties as required by management or other department personnel as requested |
| Required qualities | * professional approach * ability to work with a range of people * working under pressure * organisational and time management skills * excellent attention to detail |
| Desired competencies | * analytical thinking * initiative * business awareness * tenacity * strategic thinking * positive approach to change |
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| **Person Specification** | |
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| Qualifications | * degree level desirable * formal qualification in business and or management well regarded. |
| Experience | * relevant commercial experience * relevant practical experience * competent using Xero, Microsoft Office 365 and Microsoft TEAMS * knowledgeable on customer relationship management systems. |
| Knowledge | * strong knowledge of disability rights, accessibility standards, and inclusive practices * employment relations law. |
| Skills & competencies | * **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face * **Communication:** the ability to communicate clearly and concisely**,** varying communication style depending upon the audience * Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally * Commerciality: ability to apply knowledge in a practical, commercial manner * Teamwork: willingness to assist and support others as required and get on with team members * Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties in an efficient and timely manner. |
| Personal attributes | * candidates who are disabled, have experience working with disabled people, or are closely connected to the disability community are strongly encouraged to apply. * professional approach * confident manner * positive approach to change. |
| Other | * flexible working arrangements may be available to support work-life balance. * the role requires occasional travel to engage with stakeholders and communities across Aotearoa New Zealand. * advanced working knowledge of MS Teams Microsoft Word, Excel and PowerPoint essential * clean police vetting and a driver’s license is a requirement. |

**This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.**