

POSITION DESCRIPTION

Position Title:	Operations Manager
Based in:	Cromwell (May need to be available to work in Dunedin/Mosgiel as required)
Area of work:	Otago Fish & Game Region
Purpose:	<ol style="list-style-type: none">1. To lead fish and game field and client related activities in the Upper Clutha and Central Otago areas.2. To Provide leadership and management to the staff in the Cromwell office and to other staff while implementing projects as required in the Councils annual operational workplan.3. Operates as the 2nd in charge role and acts as cover for the Chief Executive for any absences.4. Is the key community liaison person for media, stakeholders and other key organisations in Central Otago as delegated by the Chief Executive.
Responsible to:	Otago Fish & Game Council Chief Executive (CE)
Responsible for:	<ul style="list-style-type: none">• Cromwell based permanent staff and seasonal contractors• Occasional supervision of other F&G staff and volunteers

EXPERIENCE & QUALIFICATIONS REQUIRED

- Proven leadership and experience in operations and project management or held supervisory positions.
- A strong interest in wildlife, environment and recreation, ideally angling and hunting.
- Ability to relate and work with all types of people, stakeholders.
- Engagement with a diverse range of stakeholders, sometimes with opposing viewpoints.
- Knowledge of relevant legislation, including awareness of Conservation and Wildlife Acts.
- Strong knowledge of HSE Act and experience in Health and Safety implementation.
- Demonstrated ability to achieve efficiencies through continuous improvement and effective operational planning.
- A relevant degree, diploma and/or certificate and/or equivalent professional experience.
- Technology savvy and competent, including exposure to relevant software.

Review Date: September 2024

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS

Area	Accountability	KPI
Relationship Management, and Advocacy	<p>Behaves in a way that is aligned with our organisational values.</p> <p>Build professional and effective working relationships with all partners, stakeholders and staff.</p> <p>Creates opportunities to showcase the organisations work through media, field days and events.</p> <p>Contributes to the Councils RMA policy and consenting response.</p> <p>Activities liable to impact significantly on fish and game resources in the area are identified and managed.</p> <p>Maintain positive and professional working relationships with other agencies and individuals including ORC, DOC, District Councils, Ngai Tahu, consultants and land holders.</p>	<p>Demonstrate a confident, proactive, calm and organised communication style.</p> <p>People see Fish & Game as a trusted and worthwhile body to engage with. People are engaged, understand and respond positively to all interaction.</p> <p>People are confident and proactive in their interaction and sharing of information with you.</p> <p>Provides Council input at hearings and presents submissions and other evidence at hearings where required.</p> <p>Stakeholder relationships are effective, relevant and of value to the organisation</p> <p>Reports ASAP to the CE any activities which are likely to bring the organisation into conflict with other parties or disrepute</p>
People Leadership & Management	<p>Lead by example, continually generate enthusiasm and drive in others by working to a consistently high standard in alignment with the organisation's strategic priorities and values.</p> <p>Supervise and support staff to achieve Annual Operational Workplan tasks assigned to them.</p> <p>Bring out the best in others through engaging with a professional yet personal approach demonstrating an understanding of people.</p> <p>Ensure recruitment, training, performance and development of the team.</p> <p>Establish clear performance expectations and ensure staff are performing at a consistently high level, quality and delivery milestones.</p> <p>Meet as required to provide staff with regular feedback on their performance.</p> <p>Deal with day-to-day staffing issues and problems in an appropriate manner. Including approvals for staff leave and oversight of workload.</p> <p>Deal with performance improvement and</p>	<p>Leads staff meetings on project matters and records progress against the Operational Workplan.</p> <p>Staff are engaged in their work, know what is expected of them, and are motivated and supported to help achieve OWP outputs.</p> <p>Team reacts positively to your leadership of them, and overall organisational standards.</p> <p>Team is performing at optimal performance, productivity and capability.</p> <p>Performance issues are addressed early and appropriately, within HR best practise and legislation.</p> <p>Performance appraisals are completed in accordance with company processes.</p> <p>Training and coaching plans are in place and managed to bring staff up to level and/or develop capability within professional development plans.</p> <p>Positive and professional work attitude is displayed at all times and a contribution is made to the team environment.</p>

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	<p>disciplinary matters in appropriate manner</p> <p>Proactively identify gaps and provided appropriate training, coaching and support to reach desired performance level.</p>	<p>Feedback is provided to staff on their work performance on a casual basis and all permanent staff based in Cromwell are formally reviewed annually in line with policy.</p> <p>Staff fully comply with work rules, and other internal policy.</p>
<p>Financial Management and Annual Planning, & Reporting</p>	<p>In collaboration with the CE and other members of the Lead Team, undertake regular functional strategy, planning, review and reporting within specified timeframes.</p> <p>Prepare for and lead regular staff meetings as required.</p> <p>Preparation of reports as required for the Council meetings including contribution to Annual Report.</p> <p>Developing and refining projects to make a positive contribution to the annual planning and budget process.</p>	<p>Planning, Review and Reporting templates are established with the CE and routines are linked to the milestones.</p> <p>Annual plan activity related to Upper Clutha and Central Otago is monitored and reported on where required.</p> <p>An effective time and financial budget is developed and monitored with projects delivered on time and within the budget allocation.</p> <p>Staff report in a timely manner to ensure the Annual Report is completed.</p>
<p>Law enforcement and Compliance</p>	<p>Coordinates and participates in compliance activity within the Otago area with an emphasis on Central Otago and Lakes area</p> <p>Management of the Councils honorary ranger team including recruitment and training.</p> <p>Prepares cases for prosecution and manages the Councils diversion scheme or infringement fines system.</p> <p>Produces compliance reports to council</p>	<p>Inspects and reports on the impact on fish and gamebird habitat of consent applications.</p> <p>Prepares cases for prosecution, attends hearings, makes submissions and gives evidence at where required.</p> <p>Compliance duties are undertaken which may involve work over the weekends.</p> <p>Makes full use of volunteer rangers to achieve the Councils CLE objectives.</p> <p>Ensures local honorary rangers and staff are trained, and performing to council agreed standards, to achieve compliance targets.</p>
<p>Operational Planning and Asset Management</p>	<p>Oversees operational workplan implementation for Upper Clutha and Central Otago projects, and elsewhere as required.</p> <p>Manages the Councils land, building and equipment assets in the Central Otago and Lakes areas.</p> <p>Contributes to annual operational workplan development and annual reporting</p>	<p>OWP projects completed on time and within budget.</p> <p>Provides innovative projects and critical thinking to the development and implementation of the OWP.</p> <p>Contracts with other third parties for F&G work items are coordinated and monitored through to completion.</p>

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		Built or land assets in the upper lakes areas including reserves and wetlands are developed, managed, and maintained to an adequate standard. Equipment is maintained and replaced as required.
HSE and other Legislative Compliance	<p>In conjunction with the CE, ensure all systems are in place to manage people, environment, quality and compliance obligations of the organisation.</p> <p>Establish and maintain a culture of safe, healthy and environmental compliant practices within the team.</p> <p>Take accountability for personal health and safety and fitness for work. Highlight personal issues and manage solutions with the CE.</p> <p>Obligations under the Health and Safety at Work Act 2015 and subsequent Regulations are fulfilled by complying with the company's health and safety policies and procedures.</p> <p>Hazard and risk management systems are in place and actively used.</p> <p>Compliance with Resource Consent and other Regulatory parameters across all activities.</p>	<p>Health and Safety managed to ensure staff and volunteer safety is managed and in compliance with OF&GC policy.</p> <p>HSE best practice always operates. Ensures that hazard management systems are in place.</p> <p>Staff receive training to help them understand and comply with health and safety requirements.</p> <p>Toolbox meetings are held to plan. Reporting of near misses and incidents is consistent and completed within 48 hours. Accidents and incidents are investigated, and a report completed is within 7 days.</p> <p>The Council complies with all relevant laws or regulations including the Biosecurity Act.</p>
Delegated Tasks & Deputisation,	<p>Undertake duties and one-off projects as directed by the CE.</p> <p>Deputise for the CE as requested.</p> <p>Other tasks, to meet the reasonable needs of the organisation and as directed by the CE, are completed within timelines.</p>	<p>Delegated tasks, duties or one-off projects completed in a timely manner and to the specified standard.</p> <p>While assuming deputised responsibility, seek assistance and escalate any issues to the Councils chair if uncertain about a course of action and/or it is outside your limits of authority.</p>

KEY COMPETENCIES

Leadership	
Providing Direction	Provides team with a clear sense of direction, takes charge, organises resources and steers others towards successful task accomplishment.
Empowering	Delegates responsibilities to appropriate subordinates; gives others the latitude to exercise their own initiative and invests them with the power and authority to accomplish tasks effectively.
Motivating others	Enthuses others and facilitates successful goal accomplishment by promoting a clear sense of purpose, inspiring a positive attitude to work and arousing a strong desire to succeed among team members.
Conflict management	Resolve people related issues in a consistent and fair way that is in alignment with legal obligations.
Developing others	Actively seeks to improve others' skills and talents by providing constructive feedback and training opportunities which challenge their abilities and encourage development.
Interpersonal	
Interpersonal sensitivity	Shows consideration concern and respect for other's feelings; demonstrates interest in others' opinions; is tolerant of differing needs and viewpoints.
Teamwork	Cooperates and works well with others in pursuit of team goals; shares information and supports others.
Building & maintaining relationships	Able to establish and maintain relationships with people at all levels; puts others at ease; promotes harmony and consensus through diplomatic handling of disagreements and de-escalation of issues that could reduce the level of conflict.
Flexibility	Adaptable; receptive to new ideas; willing and able to adjust to changing demands and circumstances.
Stress tolerance	Remains calm, objective and in control in stressful situations; maintains a stable performance under pressure; accepts criticism without becoming over-defensive.
Tenacity	Resilient and persevering; continues to strive for a goal even in the face of adversity; copes with disappointments and setbacks.
Decision making	
Judgement	Makes rational, realistic and sound decisions based on consideration of all the facts and alternatives available.
Information gathering	Seeks all possible relevant information for problem solving and decision making; consults widely; probes the facts, analyses issues from different perspectives.
Problem analysis	Breaks the problem into constituent parts and differentiates key elements from the irrelevant or trivial; makes accurate use of logic and draws sound inferences from information available.
Problem Solving/ Decisiveness	Willing to make firm and speedy decisions and commit to definite course of action – on the basis of well-researched information.

Objective setting	Produces detailed project plans in which objectives are clearly defined and action steps for achieving them are clearly specified.
Management control	Seeks assistance from their Manager when outside parameters of competence, capability and delegated authority.
Priority setting	Establishes clear priorities; schedules activities to ensure optimum use of time and resources; monitors performance against objectives.
Communication	
Self-confidence	Independent and self-reliant; conveys a realistic confidence in own ability to select appropriate courses of action and in likely success of own initiatives; able to stand ground in face of opposition.
Impact	Makes an immediate positive impression on others; has 'presence' and comes across with credibility.
Drive	Enthusiastic and committed; demonstrates capacity for sustained effort and hard work over long time periods.
Initiative	Proactive and self-starting; seizes opportunities and acts upon them; originates action and actively influences events.
Persuasiveness	Able to influence attitudes and opinions of others and gain agreement to proposals, plan and create ideas; and is skillful at negotiating.
Oral Communication	Communicates in a clear, concise and collaborative style to engage effectively with a varied range of people and situations.
Written Communication	Produces written communications which are clear, fluent, concise and readily understood by the intended recipient(s).
Planning & Organising	
Project Co-ordination	Project and day to day activities demonstrates working in a structured, organised and planned way, utilising relevant technology / documentation tools.
Time Management	Closely monitors timelines and deadlines and quickly mitigates and/or resolves issues to meet delivery milestones.
Multi-tasking	Demonstrates the ability to 'wear many different hats' and has propensity to be 'hands-on' as needed.
Prioritisation	Demonstrates the ability to balance day to day needs with delivery of strategic objectives.
Commercial Acumen	
Risk Management	Understands and proactively addresses underlying issues to mitigate negative impacts.
Opportunity Identification	Keeps up to date with technical and other trends and incorporate into plans and activities.
Financial Management	Applies strong financial capability to manage budgets, costings, resources and asset management.

DELEGATIONS OF AUTHORITY (Limitations)

Financial	Unbudgeted expenditure greater than \$200.00 requires CE approval. Items or services over \$1000 require two quotes Budgeted expenditure over \$1000.00 requires CE signoff.
Media	Media releases on contentious items require the approval of the CE
Staffing	Management role of staff includes formal review of performance of permanent staff but adjustments to salary require CE signoff Recruitment or changing of staff roles require CE approval
Other	Any activity undertaken outside of the documented staff rules and policy requires the approval of the CE