





# Position description

<b>Position title:</b>	General Manager Operations and Optimisation	<b>Team:</b>	Lead Team
<b>Division:</b>	Regulatory Services	<b>Reports to:</b>	Director Regulatory Services
<b>Department:</b>		<b>Direct reports:</b>	6
<b>Unit:</b>		<b>Indirect reports:</b>	45

 <p><b>Our commitment to te ao Māori</b></p>	<p>We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of the Māori community. You help lead and deliver a Māori Responsiveness Plan for the department. You support and promote the development of staff confidence and capability across te reo Māori, tikanga, te ao Māori and te Tiriti o Waitangi so everyone can contribute to our department's Māori Responsiveness Plan/treaty responsiveness journey.</p>
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 <p><b>Purpose of the job</b></p>	<p>Define and implement a business and service delivery model that will deliver business optimisation, improvement and transformation across the Regulatory Services departments and the regulatory value chain.</p> <p>To analyse business operations and provide strategic advice to the Director</p> <p>To establish and deliver a future state Service Delivery Model for Regulatory Services considering innovations where appropriate and in alignment to the Directors priority delivery plan</p> <p>Manage change and integration into Regulatory Services business units without compromising business as usual (BAU) outputs in conjunction with business unit GM's.</p>
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 <p><b>Key responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Review and redefine our business and service delivery model from the customers perspective through stakeholder engagement to deliver positive consenting service results, and solutions, benefits, outcomes for all Regulatory Services customers and stakeholders.</li> <li>• Drive and implement innovations, business strategies, programmes and policies that deliver increased productivity levels, efficiencies and timely service delivery at the appropriate risk levels while providing effective staff support, controls and predictability.</li> <li>• Evaluate and deliver digital technology solutions that are fit for purpose and increase efficiencies, profitability and productivity levels.</li> <li>• Review how and where we currently deliver customer value, the efficacy / productivity of our offerings and operations and implement changes to deliver a world class regulatory service delivery model.</li> <li>• Continuously explore new markets and business models through industry trends, historical trends, forward looking forecasts, competitive assessment, etc. and build/evaluate recommendations for strategic growth and monetisation.</li> <li>• Successfully lead the department to become a critical strategic partner, working collaboratively across Building Consents, Resource Consents, Licencing and Regulatory Compliance, Regulatory Engineering, Health, Safety &amp; Wellness and Maori Outcomes to improvement and transform Regulatory Services delivery.</li> <li>• Be aware of, and demonstrate, the principles of Our Charter. This sets out the expectations for conduct at Auckland Council.</li> </ul>
 <p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Regulatory Services directorate is commercially agile, attuned to risk and delivers excellent consenting services, that meet our customer's and Auckland's needs.</li> <li>• Improved productivity levels and service standards</li> <li>• High quality, easily accessible services are being delivered to customers with improved customer satisfaction levels</li> <li>• Reduced operational cost with increased revenue</li> <li>• Effective controls are in place that reduce the overall risk profile</li> <li>• Positive feedback across all units within Regulatory Services</li> <li>• Change is managed effectively</li> <li>• Improved employee engagement</li> <li>• Business systems are fit for purpose</li> </ul>
 <p><b>Key skill</b></p>	<ul style="list-style-type: none"> <li>• Senior executive financial management competence</li> <li>• Extensive experience in managing a complex enterprise's human resources, finances, operations and strategies.</li> <li>• Understanding of best-practice customer service systems and processes</li> <li>• Negotiation skills</li> <li>• Systems thinking</li> <li>• Superior written and presentation skills</li> </ul>

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### Job requirements

- Tertiary degree in business or public administration
- Over 15 years of people leadership, influence and management experience
- Demonstrable experience in developing and driving the delivery of a business transformation and or change program
- Experience at executive level in large complex settings that are highly regulated, and requiring strategic impact, financial acumen, and management of stakeholder pressures.
- Proven ability to lead the diverse range of activities covered within the portfolio, particularly with respect to successful delivery of customer service functions and organisational transformation.
- Experienced in senior roles with public sector impact or direct experience of strategic public sector leadership roles, particularly those with direct community impact.
- Experience and strong evidence of an ability to create a culture of innovation, collaboration performance, customer service focus and transparency; and to build effective teams to these ends.
- Experience in roles requiring high level strategic policy analysis, formulation and implementation, requiring work within legislative and regulatory frameworks.
- Experience in achieving outcomes and results through influencing the way resources are utilised as well as in managing them directly

#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

<b>Approving manager:</b>		<b>Version date:</b>	
 <b>Job framework</b>	<b>Job function:</b>	<b>Job family:</b>	<b>Job:</b>

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