



## JOB DESCRIPTION

### Business Support Manager

**Overall Responsibility:**

This role is responsible for the financial, HR, Health & Safety, IT and administration management of Tourism Waitaki Limited. The role will carry out the complete accounting services required for the organisation. It will also include overseeing that essential booking systems are linking correctly into the accounts system, implementing new systems as required, and ensuring they are updated regularly to ensure seamless accounting practices are delivered.

**Reports to:** General Manager

**Direct reports:** None.

	Key Result Areas		Performance Indicators
<b>1</b>	Provide regular monthly financial reports, accounts payable, receivable, annual financial reports and payroll, ensuring all statutory obligations are met with accuracy and timeliness.	<b>1.1</b>	Financial systems and processes are efficient and meet audit standards.
		<b>1.2</b>	Periodic and annual financial reports are prepared in a timely and adequate manner.
		<b>1.3</b>	Provide a monthly financial analysis with summary, including variances to budgets to the General Manager.
<b>2</b>	Review, develop and implement financial systems and controls.	<b>2.1</b>	Systems and processes comply with appropriate standards.
		<b>2.2</b>	Regular advice to managers on process efficiencies and improvements.
		<b>2.3</b>	Work closely with the Business Development Manager and Marketing & Media Manager to ensure a strong cohesive leadership team.
<b>3</b>	Lead with organisational budgeting, cash flow forecasting and the development of	<b>3.1</b>	Budgets and forecasts are comprehensive and delivered in a timely manner.

	project business cases.		
<b>4</b>	Undertake financial analysis, budgeting and reporting for each business unit.	<b>4.1</b>	Ensure on time and accurate sales reporting is achieved and provided to the General Manager in line with expectations.
<b>5</b>	Responsibility for establishing, leading and monitoring HR and H&S systems and processes.	<b>5.1</b>	Lead H&S policy and processes
		<b>5.2</b>	Holds others accountable for safety by setting clear expectations for compliance with relevant policies and ensuring accurate and compliant implementation.
		<b>5.3</b>	Lead the HR function.
<b>6</b>	Responsibility for all IT infrastructure and software development including justification, prioritisation, budgeting and cost control of all requirements.	<b>6.1</b>	Ensure the security of the system.
		<b>6.2</b>	Ensure regular upgrades are undertaken in accordance with vendor requirements.
		<b>6.3</b>	Provide advice on changes to existing and/or new systems.
		<b>6.4</b>	Developments that can enhance business performance.
<b>7</b>	Ensures administration requirements including reporting are completed in a timely manner.	<b>7.1</b>	Identify opportunities to enhance systems and processes and achieve further efficiencies wherever possible.
		<b>7.2</b>	Work with Waitaki District Council CFO to ensure reporting and statutory requirements are met within timeframes agreed.
<b>8</b>	Other.	<b>8.1</b>	Undertaking any other tasks as may be reasonably instructed from time to time.
		<b>8.2</b>	Bring ideas of improving environmental sustainability to every function within the business and willingly embrace environmental best practice to the role and that of colleagues.

## **Person Specification:**

### **Knowledge, Skills**

- Member of the Institute of Chartered Accountants of New Zealand.
- Bachelor of Commerce degree (or similar) majoring in accounting/finance.
- IT qualification or experience required in managing IT policy, networks and infrastructure.
- Minimum of 5 years' experience in a senior management/accounting role.
- Excellent interpersonal, communication and written skills.
- High level of IT literacy including accounting packages and Microsoft Office including Word, Excel and Outlook.

### **Behavioural Competencies**

#### High Performing Team

- Committed
- Accountable
- Collaborative
- Adaptable
- Acts with Integrity

#### Achievement Focus

- Commits to action– takes immediate action when confronted with a problem or when made aware of a situation.
- Delivers - takes action that goes beyond job requirements in order to achieve results.
- Sense of urgency – has energy and a sense of urgency toward pursuing an opportunity, addressing an issue or preventing a problem.
- Time management – effectively prioritises tasks and manages time.

#### Service Excellence

- Proactive, not reactive – implements or proposes new ideas / potential solutions without prompting; does not wait for others to take action or to request action.
- Solution focused
- Adds value.
- Customer orientated.

#### Drive Business Growth

- Innovative.
- Continuous improvement focus – identifies gaps between current reality and expected business results and works tenaciously to meet or exceed business goals.
- Leads and participates in change – actively seeks to identify and communicate the benefits of changes; collaborates with others to implement changes
- Future focused – identifies trends and their impact and seeks/or identifies new business opportunities.

## Personal Growth Orientation

- Self-motivated.
- Willing to learn and grow.
- Welcomes feedback – seeks and readily accepts feedback on own performance and is non-defensive.
- Resilience.