



POSITION DESCRIPTION SKYLIGHT TRUST

Kotahi ano te kohao o te ngira, e kuhuna ai te miro ma te miro whero me te miro pango, A muri i au kia mau ki te ture ki te whakapono ki te aroha

There is but one eye of the needle, through which the white, red, and black threads must pass. Hold fast to the law, hold fast to faith, hold fast to love.

TITLE	Director of Operations
REPORTS TO	CEO
LOCATION	Wellington
DIRECT REPORTS	4
JOB GRADE (INDICATIVE)	18-20
DATE	November 2024

Skylight Trust

Skylight is a national not-for-profit trust that supports 5-18 year olds who are facing tough life situations – change, loss, trauma or grief – whatever the cause. We also assist those who support them (www.skylight.org.nz) We play a critical role in enhancing the well-being and resilience of those whom we work with and to whakamana (empower) them to take control of their health and well-being.

Our unique offering is a full spectrum of care for those tamariki and rangatahi aged 5 – 18 with mild to moderate mental health needs.

Our purpose is to:

Enable tamariki (children), rangatahi (young people), and their whānau (families), to navigate through times of grief, loss, and trauma and increase their resilience by facilitating their access to expert information, education, professional services, and support. Skylight also offers education, training, and support for professionals, agencies, schools and others who assist those dealing with grief, loss, and trauma.

TE TIRITI O WAITANGI COMMITMENT

Skylight is guided by Te Tiriti o Waitangi and will implement Tikanga based manaakitanga (care and empathy for others) and development. Upholding Te Tiriti o Waitangi and its principles is fundamental to our commitment, the organisation's values, and all that we do. It supports our aim to improve health equities. The principles and articles of Te Tiriti are the foundation of this position description.

OUR VALUES

To guide our culture, values, and behaviour we have adopted the Māori values of aroha (love), manaakitanga (respect and kindness), wairuatanga (holistic wellbeing) and whanaungatanga (connections/relationships). These values guide how we relate to each other and serve our whānau and communities, to continually improve health outcomes and wellbeing of tamariki and rangatahi.

We will do this in practical ways, including:

- caring for people and those who care for them
- encompassing wairuatanga into everyday activities
- recognising, supporting, and valuing our people and the work we all do
- defining the competencies and behaviours we expect from everyone
- enhancing our cultural competencies and investing in our people to develop their skills.

We know that when our organisation and kaimahi reflect the diversity of those we serve, we are more likely to deliver services that are culturally responsive and relevant to the needs of our communities.

CONTEXT TO THE ROLE

At Skylight Trust we are committed to enhancing the wellbeing of those we work with. We aim to work in close partnership with communities, whānau, hapū and iwi to ensure that we meet our organisation's commitment to Te Tiriti o Waitangi and uphold our values.

This role plays a unique and important part within our organisation. As the Chief Executive Officer's (CEO) second-in-command (2IC), this role is responsible for the overall efficiency of all Skylight's business.

ABOUT THE ROLE

The Director of Operation's role is to oversee and develop the organisation's operations, procedures and commercial scope.

The Director of Operations is a key member of the senior management team, reporting to the CEO. The Director of Operations plans, directs, and oversees the Trust's operational policies, initiatives, and goals. They will help the organisation to execute long-term and short-term plans and directives by applying judgement, vision, management, and leadership.

The goal of the Director of Operations position is to grow and secure the functionality of business, to drive extensive and sustainable growth both within its existing areas of business and support, and in new commercial ventures that can underpin the effective delivery of the long-term aims of Skylight.

The Director of Operations ensures that Skylight's contracts are delivered efficiently, effectively and within budget to required outcomes and looks for new opportunities to increase Skylight's reach, and performance.

The Director of Operations oversees and contributes to the performance of all Corporate functions – IT, HR etc.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	<ul style="list-style-type: none"> • Lead and manage staff to ensure outcomes are delivered on time and within budget • Provide mentoring and coaching to employees, including management • Provide constructive, timely, and specific feedback to others with manaakitanga and aroha to grow staff and improve performance • Recruit skilled talent and retain the best employees • Increase employee engagement
Operations	<ul style="list-style-type: none"> • Lead and manage operational and corporate functions, publications, and the counselling service and in schools programme • Oversee daily operations of the company and the work of staff • Design and implement business strategies, plans and procedures • Set and achieve comprehensive goals for performance and growth • Establish policies that promote strong culture and vision • Evaluate performance by analysing and interpreting data and metrics • Monitor and report on business KPIs, and the percentage of strategic projects completed on time and within budget and the effectiveness of community programmes and initiatives • Write and submit reports to the CEO and Board in all matters of operational importance • Assist CEO in fundraising ventures to increase revenue from fundraising and other non-government sources

	<ul style="list-style-type: none"> • Participate in partnership development activities to maintain and grow new partnerships and alliances • Manage contracts and relationships with partners, vendors, and suppliers and ensure effective procurement practices are in place • Drive process improvements and efficiencies to increase productivity and financial sustainability • Promote communication and coordination between colleagues to align operations with strategy • Manage cashflow and communication with the CFO on financial issues • Develop and present cashflow (including revenue and funding) strategies • Oversee outsourced IT operations and lead the transformation of Skylight’s digital operating environment to enhance the user experience, efficiency, security, and innovation • Ensure Skylight’s information management needs are met and maintained • Provide excellent Human Resources support and oversee Payroll services • Oversee marketing and social media • Ensure the accurate preparation, documentation, and distribution of Board meeting agendas, minutes, and resolutions, while maintaining compliance with corporate governance standards and legal requirements • Write applications, proposals and report on grants, contracts and partnerships. • Oversee the management of Skylight facilities • Comply with Skylight policies and procedures and ensure Skylight remains compliant with relevant legislation at all times • Assist the team in responding to and implementing developments, initiatives and priorities
<p>Risk management and health, safety and wellbeing</p>	<ul style="list-style-type: none"> • Crisis management, business continuity leadership and planning • Risk identification, management and reporting to a high standard • Maintain a safe workplace and contribute to employee wellbeing • Take reasonable care of your own health and safety
<p>Relationships and People</p>	<ul style="list-style-type: none"> • Build and maintain effective working relationships • Contribute to the overall health of Skylight culture • Contribute to a “one team” focus for Skylight • Support and model the values of Skylight

Expertise	
Skills/Behaviour	<ul style="list-style-type: none"> • A commercial, entrepreneurial and business focus • High level of business acumen • Working knowledge of data analysis and performance / operational metrics • Working knowledge of IT/Business infrastructure and MS Office • Outstanding organisational and leadership abilities • Excellent interpersonal and public speaking skills • Aptitude in decision-making and problem-solving • Commitment to self-care given the nature of Skylight's work • Demonstrated ability to build and maintain strong productive internal and external relationships • Experience in developing and maintaining meaningful partnerships with individuals, iwi, hapū, communities and organisations to deliver projects

Relationships	
External	Internal
<ul style="list-style-type: none"> • National/regional/local organisations/agencies and schools • Other national/regional organisations interested in change, loss, and grief education and counselling services • A variety of referral agencies • Government departments and agencies, including but not limited to Health, Education, Social Development, Justice, Youth, Children, Commissioner of Children, Te Puni Kōkiri and Pacific Peoples • Skylight's partner organisations • Vendors and suppliers • MTM Accounting (CFO) 	<ul style="list-style-type: none"> • Chief Executive • Board members • Clinical Advisor • Counselling Team Leader • Pou Ārahi - Cultural Advisor • Office Manager • Administrator • Finance Officer • Other Skylight staff

About you

You will have:

- Proven experience as Director of Operations, Chief Operating Officer or relevant role
- Tertiary qualification (BCom, BBusiness, BFinance, BArts etc) and/or relevant business experience
- Understanding of and experience in business functions such as HR, Finance, IT, Payroll, Marketing etc
- Sound judgement, discretion, and proven ability to work under pressure
- The ability to work unsupervised, while contributing to a team environment
- A commitment to the principles and the articles of Te Tiriti o Waitangi
- A level of proficiency in te reo Māori me ona tikanga or willingness to learn
- Excellent interpersonal skills with the ability to foster good relationships through consultation, engagement, and partnership
- Excellent written and oral communication skills, particularly the ability to communicate concisely, and in plain language
- Strong administrative skills and attention to detail
- Experience in fundraising, grant writing, and developing donor relationships to secure funding and resources
- Contract management and reporting expertise
- Demonstrable competency in strategic planning and business development
- Strong understanding of financial management, including budgeting, forecasting, and financial reporting
- Experience leading and managing people, and working across functional relationships
- A proven track record of identifying opportunities for improvement and delivering effective change

Desired Qualities, Skills, and Experience:

- Solid understanding and experience of the not-for-profit and/or social services environment
- Knowledge and experience of well-being approaches and methodology
- Understanding of tikanga Māori, including the ability to integrate Māori perspectives into organisational strategies and operations
- Ability to innovate and implement creative solutions to address challenges and improve organisational effectiveness
- Ability to relate and communicate with a broad cross-section of NZ society

Sign off

I have read and understand the requirements of this position. I agree to consult with my Manager should I not understand the key accountabilities or expectations of me. I will carry out this position to the best of my ability and understand I must meet the required performance standards and targets. I accept the responsibilities of the position as outlined above.

I understand that this position description is intended as an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to

change, in consultation with the job holder, based on emerging priorities and shifts in organisational needs and will be updated from time to time.

Employer Name	Signature	Date
Employee Name	Signature	Date