

## Ngahere Communities Ltd - Job Description

# Operations Manager

# Ngahere Communities

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<b>Title</b>	Ngahere Communities Operations Manager
<b>Position Type</b>	Full Time Permanent 40 hrs per week Onsite - Manukau CBD \$59,000 - \$65,000 + Carpark
<b>COVID19</b>	Must be fully vaccinated
<b>Reports to</b>	Ngahere Inc. CEO
<b>Reports</b>	Operations Coordinator
<b>Relationships</b>	CEO Founders Customers: tenants, hirers and clients People team: Tukua and GridMNK team members Stakeholders
<b>Role Purpose</b>	We are looking for an organized, analytical Operations Coordinator with exceptional communication and problem-solving skills to handle operational duties. The Operations Coordinator will work at the intersection of multiple operational areas including: Facilities management, Stakeholder management, Recruitment, HR management, Project management, Resource management and Online Content management. This is the ideal position for those who want to learn about and create an impact on the overall improvement of the Ngahere group operations. He tangata, he tangata, he tangata.

## **Key Responsibilities**

- *GridMNK*: ensure that our where is a healthy and safe space for our staff, tenants, customers and guests, that it is open, accessible and functional for South Auckland's creative, entrepreneurial community.
- *HR and Recruitment*: operational and administrative coordination for HR and recruitment across the Ngahere group
- *Project management*: operational coordination and support for short term projects run by the Ngahere group
- *Online content management*: update information, engage with the community and manage online requests through our web and social media channels
- *Resource management*: administrative support for the care and stewardship of Ngahere financial resources, including bill payments, invoicing and bookkeeping
- *Health & Safety* compliance, training new staff, tenants and users.
- *Reception* duties, greeting and managing visitors and bookings
- Working with team leaders, managers and department heads to learn departmental needs and goals
- Ensuring that all activities conform to local and central government, industry and company standards
- Observing, reviewing and analyzing processes to identify inefficiencies and areas where improvements could be made
- Identifying and resolving any problems in the operation processes
- Designing and maintaining clear operational guides to ensure consistency of operations
- Facilitating cross-channel feedback from customers and employees to management and executive teams
- Delivering reports to management teams and boards of directors to provide insight into the overall efficiency of the organization
- Collaborating with management and executives to set departmental and organization-wide goals