Date: October 2013

Salary Range: $75,000 - $85,000

Responsible to: Chief Executive

Hours: Full Time (1FTE)

Functional Relationships: Director of Palliative Care
Director of Clinical Services
Director Strategy & Operations
Clinical and Medical teams
Business Operations Team
Staff and Managers

Committee Relationships: Finance Committee
Health & Safety Committee
Investment Sub Committee

Responsible for: Reception Staff (4)
Support Services Administration Officer
Support Services Administrator
Kitchen Co-ordinator
Human Resources and Payroll Officer
Housekeeper

Purpose:

To ensure all financial, administrative support systems and processes, buildings, facilities and equipment management, HR, Payroll, Kitchen and Housekeeping and Roster management are completed to meet organisational requirements and are professionally carried out.

To provide appropriate advice to CE and SLMT

This appointment is a member of the Arohanui Hospice Senior Leadership and Management Group (SLMT)

To support the corporate team and indirectly the clinical team so that patient care is effective and efficient within current budgets.

Provide the CE and staff with modern and appropriate Leadership and Management of Change practices at a senior level.
Financial Management

- Manage all financial transactions in the Foundation and Arohanui Hospice Service Trust accounts with ability to reconcile these accounts.
- Preparation of monthly financial accounts in accordance with (GAAP) accounting and Arohanui Hospice practice
- Complete other reconciliations as required ie. bank accounts etc
- Manage and oversee the monthly Accounts payables (AP) and receivables (AR)
- Manage and oversee invoice preparation
- Oversee the payment of all GST, PAYE and Fringe Benefit Tax
- Manage the preparation of annual budgets including Operational, Capex and Maintenance budgets
- Complete the preparatory work and work with the Chief Executive on final budgets for Board approval and integration of budgets into Arohanui Hospice Accounts
- Keep up to date and prepare journals and preparation of monthly accounts
- Prepare reports, contribute to and attend finance Committee meetings and Investment Sub Committee meetings
- Action all Foundation investments in conjunction with the Chief Executive and Investment Sub Committee
- Manage Foundation Term Deposits ie. Monitor cash reserves and provide advice to CE. Action term deposits under direction of CE
- Monitor budget expenditure and report monthly on variances in conjunction with Cost Centre Managers providing timely reports to CE and the Board.
- Manage fixed asset register
- Manage the payment of expenses and petty cash reimbursements
- Prepare Board reports as and when required – at least bi monthly
- Monitor Arohanui Hospice expenses and provide advice to Management and staff as required.

Financial Audit

- Manage AHST & Foundation financial management policies to meet audit requirements and ensure procedures are current and applicable
- Carry out monthly internal audits and monitor cash handling processes
- Prepare and manage annual financial audit with external auditors and action all outcomes making improvements where required.
- Ensure all central purchasing frameworks are established, maintained and monitored and purchasing processes and approvals followed
Buildings, Facilities, Equipment and Fleet Management

- Manage the annual building compliance program and ensure that all contractors meet the compliance requirements and the building warrant of fitness is always current.
- Manage and oversee the implementation of a comprehensive preventative programme maintenance (3 to 5 year) plan for the complex, including annual budgets.
- Manage standards to achieve EQUIP 4 – includes:
  - Security systems
  - Maintenances systems
  - Emergency Plans
  - Fire
  - Health & Safety
- Management of all contracts for supply and services initiated on behalf of Arohanui Hospice. Maintain good working relationships with all contractors.
- Ensure cost effective contracts maintained and reviewed annually.
- Management of all DHB contracts in conjunction with CE and DCS.
- Develop appropriate and compliant contracts and tender processes for maintenance work valued above $2000 and supply services contracts ie. Telephones, Power, EFT Pos services etc.
- Monitor all contracted and outsourced maintenance to ensure that work specifications are met to a good standard, finish is appropriate and the work has been carried out in a timely and efficient manner.
- Monitor all buildings internally and externally to ensure they remain tidy and in good order.
- Prepare monthly reports for SLMT on maintenance progress.
- Ensure Arohanui Hospice has up to date and cost effective insurance cover for all areas of risk. Review annually.
- Establish and maintain a current and up to date asset management database and programme.
- Monitor and manage building security.
- Manage and oversee all Hospice leasehold properties (including leases and security).
- Maintain a comprehensive fleet management programme including a replacement plan and ongoing maintenance schedule.
- Ensure that all space at the Hospice is used efficiently and effectively.
- Ensure that the provision of utilities (phones, power, gas) to the Hospice is the most advantageous, reliable and cost effective option for Arohanui Hospice.
- Manage and monitor utilities contracts.
- Ensure that all Hospice equipment is maintained and serviced and is part of an asset replacement programme.
Administrative Services

- Ensure that the Chief Executive and Senior Managers are fully supported in terms of secretarial, administrative and meeting assistance.
- Ensure that a professional and welcoming reception service is established including the management and distribution of incoming calls
- Ensure that the needs of clinical and medical staff who require administrative assistance are met efficiently and effectively

Human Resources & Payroll

- Manage and oversee the certification and processing of accurate and timely payroll services including payroll audit and systems in conjunction with the HR/ Payroll Officer
- Oversee the security and maintenance of payroll and personnel records
- Ensure that relevant and appropriate human resource policies, procedures and practices are established and available for Hospice staff and managers
- Manage the provision of appropriate human resource advice
- Provide advisory support to the Health and Safety Committee and ensure the day to day management of health and safety within the support services area

Kitchen and Housekeeping

- Manage the kitchen budget in conjunction with the Kitchen Coordinator
- Oversee the operation of the kitchen and meal services and ensure the maintenance of cost effective and continuing high standards in this area
- Oversee the daily cleaning routine and ensure it continues to meet the high standards set in conjunction with the Kitchen Coordinator and Housekeeper
- Ensure that volunteer help in both areas is supported and encouraged in conjunction with the Kitchen Coordinator, Housekeeper and Volunteer coordinator

Roster Management

- Manage and approve reception rosters and timesheets and ensure replacement staff are available for cover for all leave and absences
- Ensure high quality of reception services are provided at all times

Management Goals

- Contribute to the wellbeing and management of Arohanui Hospice through advice and input to the Senior Leadership Management Team, of which you are a member and committees and working groups whenever required.
JOB DESCRIPTION
MANAGER CORPORATE SUPPORT SERVICES

- Work closely with the members of the Senior Leadership Management Team to effectively deliver on the expectations of the position and to establish appropriate mechanisms to enable integration of the activities for which you are responsible.
- Participate in Arohanui Hospice Strategic Planning processes. Completing Operational Plans for Support Service Group as appropriate.
- Ensure that the responsibilities of Arohanui Hospice, for which you are accountable, are discharged effectively and efficiently within the resources available.

Leadership & Management of Change

- Provide leadership and direction to staff employed within Support Services.
- Lead the planning and implementation of structural, process and organisational culture change wherever appropriate.
- Develop a working environment in which people accept change and work to make it effective.
- Build team effectiveness, coach and support staff to improve their performance and encourage professionalism and commitment to make the working environment successful.
- Constantly seek to improve efficiencies, processes and services for the achievement of Arohanui Hospice’s strategic positioning.

Health and Safety

- Take responsibility for the health and safety of your staff and self.
- Ensure all hazards are identified and controlled.
- Ensure that all staff, volunteers and contractors are provided with appropriate information, training and supervision.
- Actively encourage and support local work place safety management practices.
- Ensure accurate reporting and recording of all Health and Safety matters with Arohanui Hospice.

PERSON SPECIFICATIONS

Experience

- Well established knowledge and proven experience of financial systems and processes including AP/AR, Annual Reporting, Investment management, Monthly accounts, Journals and Budget variance reporting.
- Proven experience with Budget preparations and the monitoring of these with Cost Centre Managers.
- Proven previous business management experience and skills.
• Proven staff management experience and skills including developing and implementing staff training

• Experience with and understanding of the certifying and authorising processes of accounts and payroll

• Sound experience and knowledge of all Microsoft Office programmes and ability to learn new systems as necessary

• Proven and practical experience using Xero accounting software, Deskbank and internet banking systems

Knowledge

• Broad understanding and knowledge of general office administrative functions
• Proven ability to develop and implement workable systems and processes

Skills

• Building, Facilities, Equipment and Fleet management experience with ability to implement, manage and review (3 – 5 yearly) programmed maintenance and compliance requirements
• Excellent communication skills, verbal and written with ability to interact with diverse groups of people
• Ability to successfully resolve issues and problems with ability to cope under pressure and multi task
• Proven ability to use your initiative at a senior level, with a high degree of professionalism and confidentiality demonstrated at all times
• Hold a clean, unrestricted Car licence

Desired

• Experience with Information Management Services Ltd (IMS) Payroll systems
• Knowledge or experience working within a clinical/medical or similar environment
• Good understanding of modern IT platform
JOB DESCRIPTION
MANAGER CORPORATE SUPPORT SERVICES

Signatures

Supervisors Name

Signature Date:

Position Holders Name

Signature Date: