



## Role Description

**Job title:** Operations Manager

**Reports to:** Interim Co CEO's

**Location:** Wellington

### Operations Manager

If you enjoy bringing order to complexity, improving systems, and being the person who “makes things work”, this role is for you.

- Be the person who keeps everything running efficiently because you are highly organised and people focussed;
- Improve systems and processes;
- Opportunity to support and strengthen this for-purpose organisation.

### About the role

We're looking for a highly organised and detail-oriented Operations Manager to keep the organisation running smoothly behind the scenes and support our team in our work.

This is a hands-on role; responsible for finance, office systems, and day-to-day operations. You'll work as part of a small, close team and play a key part in the operations of our membership organisation.

This is a .8 role. We are open to some flexibility in hours. It is Wellington office based.

### About the organisation

We are the peak body for grantmaking and philanthropic giving in Aotearoa New Zealand. We bring together organisations and individuals who give, strengthening a thriving, future-focused sector.

Our team is small, high-performing, and moves quickly - which means strong systems and reliable operations are critical to our success.

### What you'll be doing

You'll take ownership across three key areas:

- *Financial management*
- *Office management*
- *Board Secretariat*

### What we're looking for

- Experience in finance administration (monthly financial reconciliations, GST, accounts

payable/receivable, payroll)

- Strong attention to detail and a high level of accuracy
- Confident using a range of systems, especially accounting software (e.g. Xero)
- Strong digital skills and comfort with modern tools
- Highly organised with the ability to manage multiple priorities
- Proactive and able to work independently
- Competent and confident

**Nice to have (but not essential):**

- Experience in the for-purpose sector
- Communications experience

**Why this role might suit you**

- You take pride in keeping things running smoothly and efficiently
- You quickly learn new systems and look for better, smarter ways of working
- You're confident taking ownership and working independently but you also enjoy working with a small team.

**What we offer**

- A supportive working environment
- A varied role with real responsibility
- The opportunity to work in a mission-driven organisation
- A small, high-trust team
- A centrally located shared office space, close to public transport

<b>Duties</b>	<b>Key Performance Indicators</b>
<b><i>Financial Management</i></b>	
Process accounts payable and accounts receivable	Processed accurately and on time with no compliance issues
Ensure compliance with financial procedures and internal controls	All workflows compliant with policy; no audit issues
Ensure compliance with financial, tax, and employment legislation (PAYE, GST, Holidays Act)	No compliance breaches; all obligations met on time
Prepare and file GST returns, ensuring high levels of accuracy and attention to detail.	GST returns are completed accurately and filed on time, with no errors, penalties, or rework required.

Manage year-end financial processes, including working with external accountant to prepare annual financial statements and supporting documentation.	Year-end processes are completed efficiently, with all required information provided to accountant in a timely and accurate manner, resulting in smooth and issue-free preparation of annual financial reports, with minimal back-and-forth or adjustments required.
Prepare and file PAYE and employment information (EI) returns with Inland Revenue.	PAYE and EI filings are completed accurately and submitted on time, with all payroll data fully reconciled to financial records, and no penalties, interest, or compliance issues.
Reconciliation of bank accounts (code transactions)	Accounts reconciled promptly; transactions accurate with GST records
Manage banking relationships	Banking runs smoothly; issues resolved quickly; improvements identified

Monthly financial reporting	Reports accurate, timely, and include insights
Grants Records - Maintain a record of grants made to the organisation during the Financial year and intended purposes.	Accurate record is kept and accountability tracking is accurate.
Maintain and manage organisational asset register, including tracking and accountability of all physical assets	Asset register is accurate, up to date, and all assets are properly recorded, tracked, and periodically verified
Monitor and manage organisational cashflow, including forecasting short- and medium-term cash requirements.	Cashflow is actively managed, with no unexpected shortfalls and clear visibility provided to management.
Support budgeting and forecasting processes, including tracking performance against budgets and identifying variances.	Budgets are accurately maintained, variances are clearly identified, and actionable insights are provided to management.
<b>Office Management</b>	
Manage document management and IT systems	Efficient, logical filing system reviewed, improved then maintained
Working with co – shared organisations to maintain office services and supplies	Minimal operational disruptions due to supplies or equipment

Support staff with administrative/secretarial tasks	Support delivered promptly and to a high standard, removing admin bottlenecks
Support events as required	Working with the Head of Events and Member Engagement
<b>Board Secretary</b>	
Support Board and Chief Executive/s	Tasks completed efficiently, accurately, and confidentially
Minute keeping, board and monthly financial reporting	Minutes recorded accurately, reports clear and decision-useful
<b>Human Resources Management</b>	
Ensure staff comply with organisational IT, security, and data protection procedures (in addition to financial controls)	High staff compliance with IT/security policies; risks identified and addressed proactively
Maintain and update organisational policies and procedures (financial, HR, and IT/security) as required.	Policies are current, accessible, and reflect actual organisational practices.
<b>Sundry</b>	
Maintain confidentiality over financial, HR, donor, and organisational information	No breaches of confidentiality; trusted by leadership
Undertake additional administrative, financial, and operational tasks as required	Tasks completed proactively with minimal supervision
Manage IT subscriptions and software licenses across the organisation in conjunction with the IT supplier.	All subscriptions are current, cost-effective, appropriately allocated, and regularly reviewed for savings or consolidation opportunities
Continuously improve systems, processes, and workflows (including automation)	Demonstrated efficiency gains and reduced manual handling over time