



Job Description

March 2019

Job title	Practice Manager
Reports to	Partners
Vacancy type	Permanent, full time, Monday to Friday
Role purpose	Operational leadership of GHA.
Direct reports	Office Administrator, Share Registry Administrator and Board Secretary
Place of work	GHA Centre, 1108 Fenton Street, Rotorua
Requirements	New Zealand residency; New Zealand drivers licence

Background:

GHA assists a range of interesting organisations by providing a personalised service based on excellent working relationships. Our client base includes Māori Trusts, Incorporations, Treaty Settlement entities, Small-Medium Enterprises and Non-Government Organisations providing essential services to our community. Understanding the needs of our clients and adding value is essential, as their success is our priority. We are committed to providing decision based information to our clients and helping their organisations grow.

In addition to accounting and secretarial support and advice, we undertake a range of consulting engagements, provide business mentoring and deliver share register services. We also have a range of innovative reporting tools that we are able to implement with our clients.

Our values

Our value statements epitomise who we are and what we stand for. These are qualities and attributes that we that we look for in team members. We expect our team to promote and uphold these values in their work.

Value Statement	What does this mean?	This value is expressed by:
Te ringa Manaaki	We show respect, generosity and care towards our clients, colleagues and community.	<ul style="list-style-type: none"> • Sharing knowledge • Seeking opportunities to share • Providing a warm, friendly and welcoming environment • Creating a great place to work
Kia riro pūkenga	We acquire and pass on skills, expertise and knowledge to empower Māori organisations.	<ul style="list-style-type: none"> • Sharing what we know • Making business concepts easy to understand • Developing our staff so they have the best knowledge and skills available
He whānau Kotahi	We believe whānaungatanga is important – in our whare, colleagues, clients and visitors are treated as whānau.	<ul style="list-style-type: none"> • Treating our clients and visitors like family • Providing a welcoming environment for clients and their whānau • Supporting each other in everything we do • Maintaining a balance between work and whānau

Kia pono te korero	We are honest and keep our promises.	<ul style="list-style-type: none"> • Delivering on our promises • Being honest, open and transparent • Putting things right when we make mistakes
Kia tika te mahi	We act with integrity.	<ul style="list-style-type: none"> • Delivering on our promises • Being honest, open and transparent • Putting things right when we make mistakes
He ngākau māhaki	We remain humble, act with humility and respect other's opinions.	<ul style="list-style-type: none"> • Acknowledging the role other's play in our success • Respecting the views of clients, colleagues and community
He kaitiaki tātau	We exercise diligence, understanding and care in managing other's assets, aspirations and our environment.	<ul style="list-style-type: none"> • Taking the time to get to know our client's - their assets, whenua and aspirations • Upholding client's reputation • Maintaining our accreditation as chartered accountants • Taking our role seriously as advisors, managers and administrators • Promoting environmentally friendly practises in our business

Key Tasks

Leadership

Provide leadership and direction to the practice with the Partners and Leadership Team, including:

- Lead the administration, secretarial and share registry team and oversee Administration team workflow;
- Day to day management of all direct reports;
- Assist with implementation of the annual business plan for GHA;
- Day to day management, implementation of policies and consistent protocols in both offices;
- Review, develop and maintain company policies and procedures; and
- Develop and implement improved systems within the practice.

Administration and premises

Ensure high-quality support and administrative systems are in place for the firm, including:

- Manage and maintain the GHA Centre facilities including Te Puni o Māui and tenanted areas to ensure a safe and professional environment;
- Ensure both Tauranga and Rotorua office premises are a professional environment for staff, tenants, clients and visitors;
- Co-ordination of weekly payroll information for the organisation;
- Maintain and manage monthly billing cycle;
- Oversee GHA accounts payable each month;
- Lead internal process for new staff set up and induction;
- Attend training meetings and facilitate training sessions with administration team and clients;
- Oversee contact information in XPM for effective client contact and relationship management;
- Operate TIMG file storage and retrieval system, in conjunction with team PAs and Office Administrator;
- Ensure protection of client files and information; and
- Ensure legislative, contractual and compliance requirements are met.

Human Resources

Review and implement effective HR policies and systems with support from Partners and Leadership team:

- Enable a culture of engagement and belonging within the firm;
- Maintain and promote quality health and safety systems for both offices;
- Assess training needs for team and organisation of efficient training plans;
- Undertake recruitment, induction and performance reviews of the administration team;
- Provide and utilise information to help the firm and individuals achieve goals;
- Manage disciplinary matters skilfully and firmly; and
- Operate high-quality personnel information systems.

Information technology

Advise the Partners and Leadership team on IT strategies and policies, including:

- Operate the firm's practice management systems efficiently for both offices;
- Advise the partners on hardware and software options and negotiate with suppliers;
- Manage suppliers to maintain the ongoing capability, stability and security of IT systems; and
- Ensure that financial information, analysis and operational reports are available on a timely basis.

Business development

Support the Partners and Leadership team to implement business development strategies, including:

- Manage the website and social media needs of the firm to encompass both offices;
- Identify business opportunities to grow the firm in Rotorua and Tauranga;
- Enhance collaborative partnerships with strategic partners;
- Build effective networks internally and externally;
- Implement the GHA Communications Strategy;
- Manage client and staff survey tools to gather and analyse information;
- Provide effective support for client events in Rotorua and Tauranga offices; and
- Market the GHA meeting rooms to external parties to grow revenue.

Person Specification

Skills	Leadership Systems HR Analysis Communication IT
Knowledge	Management HR Te Reo and Tikanga Māori
Work experience	Senior management role High pressure environment Diverse and complex organisations Interpersonal relationship management A range of sectors and industries
Personal qualities	Honesty and integrity Attention to detail Business ethics Deadline oriented Professional credibility