

## RNZ Operations Manager

### Position Description

<b>Date</b>	January 2021
<b>Location/Business Unit</b>	Operations – any location
<b>Reporting to</b>	Chief Technology and Operations Manager (CTOO)
<b>Directly Responsible for</b>	Team Leaders in the Operations Group
<b>Functional Relationships</b>	Technology and Operations Group, Te Ihu Waka (RNZ Senior Managers), all clients across RNZ including Radio, Music, News & Digital etc, external contractors and product/service providers.
<b>Position Type</b>	Permanent, full-time

### The Role / Position Purpose

The RNZ Operations Manager is responsible for providing comprehensive studio operations support and service for the delivery of high value content and programming. You will lead a team of people who will deliver professional and credible studio and broadcast operations solutions to contribute to RNZ attracting a wide and diverse audience. Providing inspiration and leadership to your teams is a key component of this position.

As part of the Technology and Operations Group, the position works collaboratively across the Group and leverage the full range of technologies to deliver the services. It also contributes to the RNZ's technology strategic planning and to the Leadership Group. You may be required to deputise for the CTOO from time to time.

### Position Accountabilities – what you're responsible for

<b>Outcomes/Accountabilities required</b>	<b>Likely/expected actions contributing to achievement of outcomes</b>
<p><b>Operations Service delivery:</b></p> <ul style="list-style-type: none"> <li>(1) Audience needs are met through an intimate understanding of programming and content requirements and expectations of News and Radio staff are met;</li> <li>(2) Provide high quality and innovative radio and digital multi-media content;</li> <li>(3) Ensure the use of technology resources and techniques to achieve the above is efficient and staff are well trained.</li> </ul>	<p><b>Operations Service delivery:</b></p> <ul style="list-style-type: none"> <li>(1) Focussing on the broadcast and studio requirements of the News and Radio staff to achieve the highest standards of content creation and deliver excellent broadcast and studio services;</li> <li>(2) Model an inclusive and collaborative approach that encourages teamwork;</li> <li>(3) Working with the technology &amp; Operations group colleagues to ensure RNZ is delivering against strategy;</li> <li>(4) Develop and maintain new and efficient technologies and work processes to deliver programmes and content.</li> </ul>
<p><b>Staff leadership and development:</b></p> <ul style="list-style-type: none"> <li>(1) Staff are developed to successfully execute operations content and programme performance requirements;</li> <li>(2) Ensure RNZ Operations develops and maintains all relevant skills and expertise and these are well coordinated across the teams;</li> </ul>	<p><b>Staff leadership and development:</b></p> <ul style="list-style-type: none"> <li>(1) Lead and develop Operations specialist expertise in content production and broadcast technology capabilities, co-ordinating these as required;</li> <li>(2) Build capability in multimedia production;</li> <li>(3) Plan and monitor achievement of direct report staff goals taking corrective or supportive action as required;</li> </ul>

<b>Outcomes/Accountabilities required</b>	<b>Likely/expected actions contributing to achievement of outcomes</b>
<p>(3) Management roles and accountabilities within the teams are clearly defined and understood;</p> <p>(4) Staff work collaboratively with people across the Technology &amp; Operations Group and RNZ.</p>	<p>(4) Ensure performance plans are regularly monitored and documented;</p> <p>(5) Work with staff to identify and implement training and development opportunities.</p>
<p><b>Organisational Culture and Strategy implementation:</b></p> <p>(1) Exemplary, united and cohesive leadership change programme that develops RNZ's capability and operations is strategy led and implemented;</p> <p>(2) Direct reports are engaged, satisfied and productive within their roles and satisfied with the leadership style and internal relationships;</p> <p>(3) Staff succession planning is in place;</p> <p>(4) Cross-functional project teams are established to meet RNZ's strategic goals when required (avoiding silos and patch protection);</p> <p>(5) Robust project management methodologies are implemented to assist the successful completion of development projects;</p> <p>(6) Change is well planned and introduced collaboratively.</p>	<p><b>Organisational Culture and strategy implementation:</b></p> <p>(1) Provide coaching and support for direct reports;</p> <p>(2) Prioritise use of training opportunities across group operations;</p> <p>(3) Identify critical positions for succession planning and implement strategies to develop existing staff for succession planning purposes;</p> <p>(4) Participate in relevant data gathering for staff work satisfaction and engagement;</p> <p>(5) Share internal data results and collaboratively identify and prioritise strategies to improve as appropriate;</p> <p>(6) Develop and implement project management methodologies and decision making including monitoring change progress towards goals;</p> <p>(7) Identify organisation wide learning opportunities and implement strategies as appropriate.</p>
<p><b>Financial Operations:</b></p> <p>(1) Operations group's financial operations are managed effectively within budget.</p>	<p><b>Financial Operations:</b></p> <p>(1) Develop business plans and forecast budgets for group's activities;</p> <p>(2) Monitor budget expenditure against plans, taking corrective action as required;</p> <p>(3) Provide CTO with robust and timely analysis of group's financial position with appropriate recommendations as required.</p>
<p><b>Health and Safety:</b></p> <p>(1) Take responsibility for own health and safety and that of others, ensuring corrective actions are taken as required.</p>	<p><b>Health and Safety:</b></p> <p>(1) Ensure Health &amp; Safety plans are developed for applicable projects</p> <p>(2) Participate in any safety meetings etc. as required by RNZ and comply with the Health &amp; Safety policies and guidelines and complete responsibilities relating to the Health &amp; Safety Business Plan.</p>
<p><b>Organisational:</b></p> <p>(1) Contribute to the overall effectiveness of RNZ.</p> <p>(2) Display a high level of initiative, effort, and commitment to RNZ as it seeks to achieve the aims of the charter.</p>	<p><b>Organisational:</b></p> <p>(1) Observe statutory requirements and RNZ policies and frameworks</p> <p>(2) Be aware of and adhere to RNZ's Policy standards.</p> <p>(3) Actively participate in and contribute to the development and achievement of own performance targets and the review of work priorities to achieve the organisation's goals and objectives.</p>

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	(4) Act in a manner consistent with Equal Employment Opportunities principles and practices.

## Candidate Profile / Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>No specific qualifications are required, but a technical or associated qualification is preferred.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Proven achievement and credibility as a senior audio / multimedia engineer and/or equivalent broadcast/content production experience who sets and achieves high professional standards;</li> <li>Expertise and experience from working and operating within New Zealand's media industry;</li> <li>Expertise in content and programming production and an appreciation of audience metrics;</li> <li>Expertise in leadership and decision-making;</li> <li>A high-level understanding of content management platforms and associated technology;</li> <li>Experience with a wide range of broadcasting and studio technologies and aptitude to keep abreast of emerging digital platforms;</li> <li>Previous experience of managing change;</li> <li>Successful track record in planning, budgeting and expenditure control.</li> <li>A passion for public broadcasting and strong interest in the creation of quality content for audiences</li> <li>Leadership including team building skills, influencing others, creating a work environment that fosters commitment and collaboration with others outside the group and crisis management</li> <li>Successfully initiating and implementing change that improves quality and productivity</li> <li>Recruitment, staff development and identifying and nurturing talent</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Able to quickly form positive and effective relationships with a wide variety of people.</li> <li>Think and act strategically;</li> <li>Does not avoid difficult conversations</li> <li>Can make sound judgements quickly.</li> <li>Collaborative team player.</li> <li>Recognises the value of cultural and community diversity.</li> <li>Inclusive approach to interaction and language.</li> <li>Treats people how they want to be treated.</li> <li>Stay calm &amp; and level-headed in difficult situations or under stress</li> <li>Exercise sound judgement and act decisively</li> <li>Persist in achieving results by overcoming setbacks and obstacles;</li> <li>Think and act strategically</li> <li>Quickly adapts to need for change, is flexible in approach.</li> <li>Able to be on call to offer advice, while balancing the need for personal time.</li> <li>Emotional intelligence and resilience.</li> </ul>

## **Competencies (full definitions available on request)**

- Leadership and Teamwork
- Strategic Capability
- Self-Management
- Outcome Driven
- Management
- Building and Maintaining Relationships