

<b>ROLE</b>	
<b>People &amp; Operations Lead</b>	The purpose of this role is to lead our core operations and people to enable business performance alongside our leaders to ensure Umbrella's sustainable growth.

<b>Location</b>	Wellington or Auckland
<b>Reports To</b>	CEO
<b>Direct reports</b>	1-2
<b>Budget</b>	TBD

### WHO WE ARE

We are a team of Clinical Psychologists who work with organisations throughout New Zealand and internationally, supporting leaders and their people to create positive, high performing workplaces that enhance wellbeing. Our psychological expertise alongside our business nous means we are skilled at taking best-practise scientific research and tailoring it to be relevant and engaging for different work environments.

### TO BE SUCCESSFUL

At Umbrella we have a passion for making psychology relevant and real for people, where each interaction we have makes a positive difference. Supporting and leading our team ensures our people have the support, resources, processes and connections to enable them to deliver a high quality experience to our clients.

This role requires strong leadership and business acumen as the champion of our teams wellbeing and performance. You also bring commercial expertise to our business and roll your sleeves up to support with the detail of running a business alongside the team. As a trusted advisor to our CEO you will need to balance our commercial business with a culture of care and wellbeing, as core to our brand and this will take both empathy and strong relationship skills.

We receive consistently high feedback for both our expertise and how relatable we are across all areas of the business. We role model what great wellbeing looks like, while knowing that's within a context of a constantly changing world and business environment and we have both the professionalism and humour to manage the challenges and have fun along the way.

### OUR EXPECTATIONS

The core responsibilities of this role are:

<b>Strategy &amp; Culture</b>	<ul style="list-style-type: none"> <li>- Collaborate as a core part of Umbrella's leadership team in developing strategy and culture.</li> <li>- Lead the annual business planning and operational work programme across Umbrella, alongside the CEO.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>- Provide people leadership for the Umbrella team, including HR support, systems and policies, learning and development, recruitment, retention and continuity planning.</li> </ul>

	<ul style="list-style-type: none"> <li>- Manage Umbrella's core business operations including operational and commercial policies, processes, and performance reporting to ensure effective, efficient and sustainable management across the team.</li> <li>- Lead regular and proactive management and business reporting for Umbrella.</li> <li>- Provide the training and back-up support required for our core systems and administration roles.</li> <li>- Provide commercial and business expertise in conjunction with trusted advisors.</li> <li>- Manage the payroll function.</li> </ul>
<b>Team Leadership and collaboration</b>	<ul style="list-style-type: none"> <li>- Work with Health Group Finance and Accounting to provide financial reporting and oversight.</li> <li>- Leadership across virtual teams across Umbrella team members and suppliers, in the delivery of work programmes.</li> <li>- Build strong working relationships with the Umbrella team, Health Group NZ and key stakeholders on operational needs.</li> <li>- Build strong and sustainable relationships across our suppliers and distributors.</li> </ul>

**Additional responsibilities may include:**

Team work is core to our success and from time to time we'll ask you to get involved in areas such as:

- Peer-to-peer learning and development.
- Resource and collateral development.
- Marketing and communications.
- Business projects.
- Event planning and internal communications.

**KEY RELATIONSHIPS**

**As Operations Lead you will work together in partnership with:**

- Our CEO as a trusted advisor.
- Digital Manager and suppliers.
- Umbrella leadership team to develop our business and culture.
- Umbrella team, to support their operational needs.
- Health Group corporate services teams.
- Umbrella suppliers and distributors.
- Industry networks and professional bodies.

**CAPABILITIES NEEDED**

**The ideal person to join the umbrella team will have experience in the following areas:**

- Proven people leadership and commercial experience in a complex environment, including dispersed teams.
- Financial management experience in a commercial context.
- People leadership of both direct reports and influencers across teams.
- Successful relationship building across all levels.
- Business acumen and an understanding of how corporate organisations successfully operate.
- Strong communication skills.
- Tech savvy with Microsoft and various software systems.
- Project management experience.
- A curious and collaborative growth mindset.

**You will champion the behaviours that are core to our work and Umbrellas values.**