

## POSITION DESCRIPTION

<b>Position Title:</b>	Chief Operating Officer
<b>Location:</b>	Christchurch
<b>Reports to:</b>	CEO

## COMPANY OVERVIEW

Trade Aid is a social enterprise educating New Zealanders about trade justice and by demonstrating fair trade in action. Established in 1973, they are New Zealand's oldest and largest fair trade organisation and operate from a commitment to pushing the boundaries of what constitutes the highest standards in fair trade. They source products from over 65 trading partner organisations and are 100% committed to building a better world through fair trade.

## PURPOSE

This all-encompassing Chief Operating Officer role touches all corners of the business. Working closely with the CEO, setting and driving organisational vision and operating strategy will be pivotal. The role has two key functions:

1. Provide the leadership, management and vision necessary to ensure that Trade Aid has the operational controls, administrative and reporting procedures and people systems in place to ensure operating efficiency.
2. Work alongside the business unit Group Leaders to drive business strategy and execute the annual business plan, while effectively supporting the five business units of the organisation (Retail & Craft Group, Food & Beverage Group, Service Group, Customer Group and Education & Development Group).

## STRATEGIC AND OPERATIONAL

RESPONSIBILITIES	PERFORMANCE INDICATORS
<ul style="list-style-type: none"> <li>• Collaborate with the CEO in setting and driving organisational vision, operational strategy and hiring needs.</li> <li>• Translate the strategy into actionable goals for performance and growth, helping to implement organisation-wide goal setting, performance management and annual operating planning.</li> <li>• Oversee strategy documentation to facilitate governance of Trade Aid’s performance and growth.</li> <li>• Shape the business strategy of Trade Aid to maximise future company performance by proactively identifying expansion activities for Trade Aid to add services or create solutions that complement their existing business.</li> <li>• Oversee, manage and improve operational systems, processes and policies to encourage and support company growth.</li> <li>• Oversee daily operations of Trade Aid’s internal functions and work closely with the Group Leaders of those services.</li> <li>• Keep the CEO and Group Leaders updated on the organisation’s performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Business plan is approved by the Board and executed.</li> <li>• Trade Aid continues to grow and has strong business confidence.</li> <li>• Actively monitors economic trends (domestic and international).</li> <li>• Expansion activities (investments, acquisitions, corporate alliances etc) are well supported and forward thinking.</li> <li>• Operating divisions of Trade Aid are well supported, and productivity levels improve year on year.</li> <li>• CEO and Group Leaders are well informed.</li> </ul>

## FINANCIAL

RESPONSIBILITIES	PERFORMANCE INDICATORS
<ul style="list-style-type: none"> <li>• Partner with the CEO and Group Leaders on strategic financial planning/issues and provide recommendations.</li> <li>• Contribute to, support and oversee operational budgets and meet or exceed annual budget targets.</li> <li>• Maximise return on investment by assisting in the development of pricing models delivering improved financial outcomes while maintaining fair trade for suppliers.</li> <li>• Oversee the preparation of all financial reporting, regularly updating the Board and Management on current and predicted financial situation.</li> <li>• Work with the CEO to oversee long-term budgetary planning, forecasting and cost management in alignment with Trade</li> </ul>	<ul style="list-style-type: none"> <li>• Sales &amp; EBIT meet expectations.</li> <li>• Gross margins are maximized while maintaining organisational integrity and being true to purpose.</li> <li>• Excellent reporting systems are in place and Board and management feel well supported and informed.</li> <li>• Divisions of Trade Aid operate in a consistent and collaborative manner.</li> </ul>

<p>Aid’s strategic plan, ensuring that financial objectives are aligned across the divisions.</p> <ul style="list-style-type: none"> <li>• Lead the continued refinement of smarter information systems, provision of centralized information, increased financial and operational KPI information and trend analysis and benchmarking against agreed measures.</li> <li>• Ensure operational compliance with relevant legislation, statutory and tax requirements, policies and standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance ensures that risks are identified and mitigated.</li> <li>• Trade Aid is safeguarded from legal action and their professional reputation is protected.</li> </ul>
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## LEADERSHIP, PEOPLE AND PERFORMANCE

RESPONSIBILITIES	PERFORMANCE INDICATORS
<ul style="list-style-type: none"> <li>• Provide leadership to ensure that the mission, ethical values and core guiding principles of Trade Aid are in place and maintained.</li> <li>• Create a high-performance culture that promotes integrity, professionalism, performance, supplier and customer focus and service through personal leadership, teamwork and development of individual accountability for performance.</li> <li>• Oversee employee productivity, building a highly inclusive culture ensuring that team members thrive while organisational outcomes are met.</li> <li>• Ensure effective recruiting, induction, professional development, performance management and retention.</li> <li>• Build on and enhance Trade Aid’s public image, enhancing their fair trade personality.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows leadership in holding the organisational to account for working to company Vision, Mission and Values.</li> <li>• Trade Aid shows integrity and professionalism in all dealings.</li> <li>• Sound and robust internal HR systems and processes are in place and adhered to.</li> <li>• The organisation has a positive public image.</li> <li>• Retention of key staff plus staff turnover is below target set.</li> </ul>

## EXPERIENCE

- A minimum of 5 years’ experience in executive leadership roles.
- Significant involvement in developing, planning and implementing successful strategies.
- Experience in, or in-depth exposure to, fair trade or socially responsible organisations.
- Experience in a senior financial management position.

## KNOWLEDGE AND SKILLS

- Strong business acumen and high level of commercial awareness, preferably in a not for profit environment.
- In-depth knowledge of strategic operational, financial, governance, and performance management principles.
- Familiarity with various business functions such as HR, operations, finance, marketing, sales.



- Excellent interpersonal and leadership skills with a steadfast resolve and personal integrity.
- Analytical mindset and problem-solving orientation, with a solid grasp of data analysis and performance metrics.
- Able to prioritise effectively, diagnose problems and foresee potential issues.
- Working knowledge of IT business infrastructure and Lean Thinking.
- Excellent interpersonal and public speaking skills.
- Mature, credible and comfortable at dealing with people at all levels.

## QUALIFICATIONS

- Tertiary Qualification(s) in Business Administration, Finance or other relevant field.

## ACCEPTANCE:

Employee (Signed): \_\_\_\_\_

Manager: \_\_\_\_\_

Date: \_\_\_\_\_