



# Job Description

## Village Manager

The purpose of the role is to provide cohesive leadership to the village, actively managing resources and delivering company targets across revenue, customer satisfaction, quality, brand, and staff objectives. To provide a style of leadership that encourages collaboration and ownership across the wider team in order to deliver high levels of resident/customer satisfaction and staff engagement.

*This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.*



**STRONG ENOUGH TO CARE**



**ONE TEAM**






**STRIVE TO BE THE BEST**



**BRINGING THE BEST OF LIFE**

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Village Operations
<b>Reporting Line</b>	Regional Operations Manager
<b>Contribution / Responsibilities</b>	<p><b>Village financial performance</b></p> <ul style="list-style-type: none"> <li>Meet or exceed profitability targets and drive revenue generating opportunities. Manage cost effectively, while maintaining a high standard of village presentation and operations. Share joint accountability with the Sales Manager for achievement of sales targets.</li> </ul> <p><b>Operational performance</b></p> <ul style="list-style-type: none"> <li>Planning and implementation of annual plans, e.g., business, resident activities, emergency, property maintenance, etc. Effective management of resources, especially when resident number fluctuations occur. Oversee clinical operations where the village has a Care Centre.</li> </ul> <p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>Manage and develop direct report(s), with full accountability for all aspects of recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster an inclusive team culture that works effectively with the teams to support Summerset's goals.</li> </ul> <p><b>Customer Satisfaction</b></p> <ul style="list-style-type: none"> <li>Foster a high-quality customer experience that drives Summerset reputation and brand. This applies to both Village and the Care Centre residents. Proactively deal with reported issues and complaints, ensuring that Summerset complaints management procedures are followed. Lead customer communication activities and endeavor to maintain a high degree of responsiveness and visibility to customer concerns.</li> </ul> <p><b>Reputation, Relationships and Brand</b></p> <ul style="list-style-type: none"> <li>Develop and maintain effective networks within the community, in particular with key community bodies, local DHB and clinical agencies. Ensure that the village operates in a way that is consistent with the wider Summerset brand values and goals. Lead development and enhancement of the village reputation locally.</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>Ensure that effective risk management strategies are implemented and reviewed regularly, seeking best practice advice and support from Head Office where applicable. Escalate concerns through management channels appropriately and without undue delay where safety, reputation or financial performance outcomes are at risk.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations.</li> <li>Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Be a proactive contributor to ensuring the health &amp; safety of our people, our customers, our contractors, and our residents.</li> <li>This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.</li> </ul>
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>Experience with management of a profit centre or achievement of revenue targets</li> <li>Demonstrated ability to deal with operational complexity (i.e., multi-functional responsibility as opposed to single function)</li> </ul>

	<ul style="list-style-type: none"> <li>Operates effectively in a branch context, i.e., implements strategies, policies and initiatives that may be developed outside own sphere of influence.</li> <li>Strong interpersonal and people leadership skills, able to be firm minded when needed and resilient.</li> <li>Patience and empathy with older people and their families</li> <li>Sound judgement</li> <li>Proactive in style and an effective implementer of projects and change management</li> <li>Socially confident, connects well with a wide range of people.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>Village staff and Sales Manager</li> <li>Operations Manager, and other Head Office staff – Finance and People &amp; Culture in particular</li> <li>Residents, their families, and prospective residents</li> <li>Village Committee Members</li> <li>Contractors and Suppliers including catering.</li> <li>District Health Boards, and extended outside agencies e.g., NASC, AT&amp;R, Hospice</li> <li>Industry bodies, e, g, RVA and NZACA</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>X direct reports</li> <li>X opex / capex budget</li> </ul>

<b>Values</b>		
 <b>STRONG ENOUGH TO CARE</b> We treat our residents like family. We do what's right. We respect people as individuals.	 <b>ONE TEAM</b> We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 <b>STRIVE TO BE THE BEST</b> We work hard. We like to win. We're always learning and improving.

Competencies	How you demonstrate this
<b>Building effective teams</b>	Being able to unite a diverse group of individuals into a cohesive interdisciplinary unit, all aligned to achieve the goals of the Village.
<b>Making quality decisions</b>	Ability to make good and timely decisions that keep the village moving forward towards its goals while ensuring resident care is not compromised.
<b>Tech savvy</b>	Ability to adapt and learn quickly and use different system that may be specific to our workplace, and use the MS suite (Word, Outlook, Excel, PowerPoint)
<b>Financial Acumen</b>	Able to interpret and apply an understanding of key financial indicators to make better business decisions for the village.
<b>Resilience</b>	The ability to maintain presence and focus to lead positively through difficult situations, rebounding from setbacks and adversity.
<b>Drive results</b>	Constantly pushing yourself and others to achieve stretch goals, and ensuring everything we do is getting us to where we want to go.
<b>Interpersonal savvy</b>	Ability to relate openly and comfortably across a diverse group of stakeholders. It involves having a range of interpersonal skills and approaches and knowing when to use what with whom.
<b>Communicates effectively</b>	Ability to develop and deliver multi-mode communication that convey a clear understanding of the unique needs of different audiences.
<b>Drives vision and purpose</b>	Paints a compelling picture of the Summerset vision and strategy that motivates others to action. Demonstrates an unerring customer focus consistent with Summerset's purpose.
<b>Demonstrates self-awareness</b>	Using a combination from others and self-reflection to gain productive insight into personal strengths and weaknesses and to act on it.

