

Job title

General Manager Business Enablement

Job purpose

The General Manager Business Enablement is a key strategic role responsible for aligning and optimising the Council's enabling functions to support enterprise-wide performance and delivery. This position leads cross-functional coordination across IT, Information Management, and civic facilities (library, museum, isite), ensuring these services are integrated, future-focused, and responsive to organisational and community needs. The role requires demonstrated experience in implementing best-practice business enablement strategies, a strong working knowledge of IT and IM environments, and the ability to manage complex interdependencies across teams and systems.

Specific duties and responsibilities**Strategic Enablement Leadership**

- Lead the integration and performance of key enabling functions (IT, IM, etc.), ensuring they are well-aligned to support council-wide priorities and service delivery.
- Drive the design and implementation of modern, scalable enablement practices that enhance collaboration, digital readiness, and organisational agility.
- Identify and manage operational interdependencies, risks, and opportunities across teams to enable consistent and effective support for frontline and corporate services.

Managerial Oversight and Operational Coordination

- Oversee the day-to-day operations of civic facilities, ensuring they meet public service expectations, regulatory requirements, and strategic intent.
- Support managers to embed customer-centred, efficient, and innovative practices in the delivery of library, museum, and visitor services.
- Monitor and resolve cross-functional issues impacting service performance, resource availability, or organisational responsiveness.

Technology, Information, and Systems Enablement

- Work closely with IT and IM leads to ensure systems and infrastructure are secure, reliable, fit-for-purpose, and effectively support Council operations.
- Promote digital literacy and information stewardship across the organisation.
- Facilitate improvements in information access, use, and governance, enabling evidence-based decision-making and streamlined service delivery.

Organisational Collaboration and Integration

- Build strong relationships across departments to ensure enabling functions are understood, valued, and leveraged effectively.
- Develop processes and reporting mechanisms that support performance visibility, service responsiveness, and shared accountability.
- Coordinate strategic planning and resource alignment between civic services and corporate functions.

Team Leadership and Culture

- Provide clear leadership and direction to direct reports, ensuring alignment with Council values and strategic goals.
- Cultivate a high-performing, customer-focused team culture that champions continuous improvement and knowledge sharing.
- Support professional development pathways for enabling teams and civic facility leaders.
- Implement and uphold standards and practices that meet legal requirements and Council policies, ensuring a compliant and efficient operational environment.

Key Relationships

Internal

- Senior Management Team
- Elected members and iwi representatives
- WDC Staff

External

- Community groups
- Funding agencies
- Contractors and other professional service providers
- Members of the public

Delegated Authority:

\$100,000

Staff management:

- 6 direct report(s)

Reporting To

- Chief Executive

Health and Safety

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

General Duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

Skills, experience and education

Education and Certification:

- Bachelor's degree in Business Administration, Management, or a related field;

Experience:

- Proven experience delivering best-practice business enablement within a complex or public sector environment.
- Demonstrated leadership of multi-disciplinary teams and cross-functional services, including IT and Information Management.
- Track record of managing organisational interdependencies and aligning internal services with strategic outcomes.
- Experience overseeing community-facing facilities or services is advantageous.

Skills:

- Sound understanding of IT systems, digital tools, and information management principles.
- Strong stakeholder engagement and relationship management skills.
- Ability to design and implement service improvements that balance efficiency, compliance, and customer experience.
- Effective communicator who can navigate complex organisational dynamics and support culture change