Head of Operational Enhancement and Efficiency

Position Title: Head of Operational Enhancement and Efficiency

Location: New Zealand (nationwide remit; travel may be required)

Reports To: Chief Operating Officer (COO)

Position Type: Full-Time, Permanent

Purpose of the Role

The Head of Operational Enhancement and Efficiency is responsible for leading initiatives that optimise systems, processes, and service delivery across the aged care organisation. This role ensures that services are delivered efficiently, sustainably, and in a manner that improves outcomes for older people and their whānau, while meeting regulatory and quality standards.

The role supports organisational transformation by embedding continuous improvement practices and leveraging technology, innovation, and data-driven decision-making.

Key Responsibilities

1. Operational Performance and Process Improvement

- Analyse current operations to identify inefficiencies, risks, and improvement opportunities across clinical, residential, and community-based aged care services.

- Develop and implement performance improvement frameworks, Lean methodologies, and efficiency initiatives.

- Monitor and report on operational KPIs, benchmarking performance against industry standards.

- Support for Business Development in the attainment of additional clinical & business revenue streams.

2. Strategic Planning and Execution

- Collaborate with the executive team to align operational improvement plans with the organisation's strategic goals.

- Lead cross-functional initiatives to improve service outcomes, reduce waste, and drive cost-effectiveness.

- Evaluate and integrate new technologies or systems that support smarter workflows and better resident/client experiences.

3. Change Management and Stakeholder Engagement

- Design and lead change initiatives to support service transformation, ensuring minimal disruption and high staff engagement.

- Engage with internal and external stakeholders, including clinical teams, quality managers, suppliers, and sector partners, to foster a culture of innovation and improvement.

- Promote and embed principles of co-design, particularly with Māori and Pacific communities, ensuring culturally responsive improvements.

4. Quality, Risk, and Compliance Alignment

- Collaborate with Quality and Clinical Governance teams to ensure all process improvements align with Health and Disability Standards, Te Whatu Ora expectations, and HealthCERT audits.

- Integrate risk management and compliance considerations into operational processes.

- Develop systems for incident tracking, root cause analysis, and preventative action planning.

5. Team Leadership and Capability Building

- Lead and mentor a team of improvement specialists or project leads.

- Build internal capability by training staff in process improvement tools and techniques.

- Encourage a high-performance culture focused on outcomes, collaboration, and continuous learning.

Key Relationships

- Internal: Executive Team, Clinical Leaders, Quality & Risk, ICT, Finance, Facility Managers, Project Teams

- External: Te Whatu Ora (Health NZ), Ministry of Health, HealthCERT, sector networks, consultants, suppliers

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Key Performance Indicators (KPIs)

- Measurable improvements in service efficiency, cost savings, and client outcomes

- Implementation of Lean or other improvement frameworks across facilities

- Staff engagement in improvement initiatives

- Reduction in non-compliance, critical incidents, or service variation

- Successful delivery of key operational transformation projects

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Person Specification

Qualifications & Experience

- Tertiary qualification in Business, Health Management, Operations, or related discipline

- 7–10 years' experience in operational improvement, transformation, or efficiency leadership roles

- Aged care, health, or disability sector experience strongly preferred

- Proven track record of delivering large-scale process improvements

Knowledge & Skills

- Strong knowledge of aged care service models and New Zealand's regulatory environment

- Expertise in Lean, Six Sigma, or other continuous improvement methodologies

- Excellent problem-solving, data analysis, and project management skills

- Familiarity with change management principles (e.g., ADKAR, Kotter)

- Cultural competence, including understanding of Te Tiriti o Waitangi, Māori health equity, and Pacific health priorities

- Strong communication and influencing skills across all organisational levels