



Chief Operating Officer

Shape the future. Drive impact. Lead with purpose.

Are you a strategic, visionary operational leader ready to shape the future of a purpose-led organisation? Whatever It Takes Trust (WIT) is seeking a Chief Operating Officer (COO), a newly created executive role, to join our leadership team and help deliver outstanding outcomes and positive community impact. This is a unique opportunity to build, influence, and lead at the highest level in a values-driven, community-focused environment, where your expertise will directly contribute to empowering individuals and whānau.

About Whatever It Takes Trust (WIT)

Based in Napier, WIT is a charitable trust dedicated to supporting and empowering people with mental health and addiction challenges in our community to live their best lives.

Our Mission: “Walking with Whanau to Wellness” Hikoi i te whanau ki te Hauora.

Our Purpose: Supporting whanau navigating mental health and addictions. We empower whanau resilience to live independently within their community.

Our Values: Manaakitanga, Rangatiratanga, Whanaungatanga, Courage, Aroha

We are guided by our integrity, compassion, and innovation, which shape every decision we make and every service we deliver. We foster resilience and well-being through inclusive, people-centred support, making a real difference in our community every day.

Why This Role?

As our inaugural Chief Operating Officer, you'll report directly to the CEO and play a pivotal role in translating strategy into integrated, high-performing operations across all service portfolios. You will provide executive leadership to ensure WIT's contracted outcomes, client impact, and organisational efficiency. Overseeing service delivery, contracts, quality assurance, housing, residential services, advocacy, and peer support, you'll act as a trusted partner to the CEO and executive leadership team. This is your chance to design and implement operating models that drive collaboration, eliminate silos, optimise processes and resources, and embed a culture of continuous improvement and operational excellence.

What You'll Do

- Lead all operational portfolios, ensuring alignment with WIT's values and strategic objectives.
- Oversee contract governance, service design, safety, and quality frameworks.
- Drive the integration of services, standardising pathways, processes, and outcomes measurement.
- Support workforce capacity planning, productivity, and resource allocation.
- Ensure integrity and efficiency through technology-enabled processes.
- Lead organisational-wide improvement initiatives to enhance quality, efficiency, and client outcomes.

- Manage supplier relationships and coordinate with Property & Assets and IT for service readiness.
- Partner on budgeting, cost control, and financial performance.

About You

You are a strategic and outcomes-focused leader with:

- 10+ years of multi-site operations leadership experience.
- Expertise in contract operationalisation, SLA management, and operational excellence.
- Strong knowledge of business process improvement, dashboarding, and analytics.
- Experience with case management and scheduling systems.
- Integrative, decisive, and delivery-focused, with strong cross-functional leadership.
- Calm under pressure, disciplined in execution, and committed to high-performing service delivery.
- Deeply aligned with WIT's values of integrity, compassion, and innovation.

Why Join WIT?

This is a unique opportunity to shape a newly created executive role and make a tangible difference in people's lives. At WIT, you'll be part of a passionate team that values collaboration, continuous improvement, and a supportive, inclusive workplace culture. If you are operationally astute, improvement-minded, and aligned with our mission, we want to hear from you.

Ready to lead with purpose?

Please send your CV and a cover letter outlining your alignment with WIT's Mission, Purpose and Values and your suitability for the role.

Applications close on Sunday 18th January 2026. Please apply via Seek.

If you have any questions, contact the WIT CEO Sam Aberahama at samaberahama@witservices.co.nz