

28.Role Description



Upper North Area Manager

Last review date: November 2018

GirlGuiding New Zealand – *Ngā Kōhine Whakamahiri O Aotearoa*

GirlGuiding New Zealand has been the leading girls’ organisation in New Zealand since its establishment in 1908, when it led the world in being the first national organisation established specifically for girls and young women.

From these visionary beginnings, GirlGuiding New Zealand remains a values based organisation which prepares girls for making the most of life ahead. Our aim is to help them develop skills, knowledge, values and a sense of adventure through an informal learning programme that’s designed to be relevant to the interests of today’s girls.

We provide a fun, safe environment where girls are encouraged to be themselves, discover their passions and potential, contribute to their community and form friendships.

Guiding continues to focus on giving girls and young women the opportunity to enjoy a wide variety of social, recreational and community action experience that encourage them to help themselves and help others. We are a girl-led organisation which means that girls choose their own Guiding pathway.

As a member of the World Association of Girl Guides and Girl Scouts, GirlGuiding New Zealand is part of an influential global community.

Our vision:

All girls and young women are valued, inspired and empowered to take action to change their world.

Our mission:

We enable girls and young women to develop into confident, adventurous and empowered leaders in their local, national and global communities.

Our goals:

Be considered the leading organisation for girls and young women in New Zealand
Increasing our sphere of influence through growth and reach

Purpose of the role:

This role is responsible for the success of the GirlGuiding NZ Classic programme in the Upper North Area.

This includes leading, coaching and managing the staff and volunteer team responsible for;

- the recruitment and retention of girls and volunteers
- the training, development and provision of support for volunteers
- the delivery of quality programmes and experiences in accordance to the organisation’s strategy.

This role is responsible for ensuring there is a focus on growth with an increase in girl membership and participation in the Upper North Area.

The role is also responsible for ensuring girl-led and participation is an integral part of the organisational culture.

This is an organisational leadership role for GirlGuiding New Zealand responsible for providing advice to the Chief Executive, Head of Girl Experience, Leadership and Management Teams and National Board

Reporting structure:



GirlGuiding NZ has a team of approximately 1,300 volunteers and staff delivering programmes, activities and events to approximately 10,000 girls and young women each year. Refer to the organisational chart for an overview of the organisation’s team and structure.

Important functional relationships:

GirlGuiding New Zealand is a nationwide membership-based organisation which offers a range of programmes and opportunities that rely on the successful integration of the staff and volunteer functions.

This position has key functional relationships with:

Internal:

- Girl Experience Manager – Classic Programme
- Upper North Area Team
- Area Managers
- National Area Adviser
- National Programme Adviser
- Outdoor & LD Co-ordinator
- Girl Experience Team – Community Programme
- Head of Girl Experience
- Staff based in the Auckland
- Leadership and Management Teams
- Business Services Team
- Development Team

External:

- Volunteering New Zealand and regional volunteering organisations
- Parents
- Other organisations as required

Accountabilities:

Leadership

- Continually demonstrate enthusiasm for the organisation’s vision, mission and values; inspire others to achieve goals and assist colleagues towards high performance
- Be part of a successful team by maintaining a shared vision, sound decision making, open and honest communication, professional integrity, personal responsibility, a coordinated approach, continual improvement and robust processes

Strategy

- Proactively maintain and support the development of business processes.
- Prioritise and monitor workload.
- Provide advice to their manager in relation to work prioritisation and policy development and implementation

External relationship development and communication

- Develop and maintain effective relationships
- Communicate GirlGuiding New Zealand’s decisions and achievements

Team support

- Support the Girl Experiences Management Team and any functional and project teams that you are involved in to help them be successful
- Maintain effective relationships with staff and volunteers

- Understand the wider environment in which GirlGuiding New Zealand operates

Health and safety

- Take responsibility for personal wellbeing in the workplace
- Compliance with health and safety policies and procedures to maintain a safe workplace

Role specific responsibilities:

Staff/Volunteer management and team leadership

- Provide inspired South Area Team leadership and management, including performance coaching /management and professional development
- Actively support the Auckland Office team
- Lead, influence and inspire your team to deliver growth and achieve or succeed its annual growth targets
- Create an environment that promotes one team, great performance and positive morale
- Recommend solutions to issues, improvement opportunities or new prevention measures
- Develop and deliver action plans for growth which support and inspire team members to achieve growth. Plans are delivered in full, on time and within budget.
- Ensure there is a focus on growth with an increase in girl participation through all programmes offered
- Ensure the team is managed and developed to perform to the standard required of their roles, including the setting of achievable KPIs to deliver the required outcomes
- Ensure staff are well trained and thoroughly understand all GirlGuiding NZ policies and procedures
- Ensure that volunteers are well trained and supported, receive appropriate programme support and advice and thoroughly understand all GirlGuiding NZ policies and procedures
- Ensure the effective and efficient management and support of volunteers utilizing agreed systems and processes. This includes the timely response and management of conflict.
- Ensure that there are sound systems and processes in place which enable the effective and efficient management and support of volunteers. This includes the timely response and management of conflict.
- Assist, support and respond, as required, to the development, review, management and any activation of a business continuity plan
- Respond to the changing needs of GirlGuiding NZ, performing other tasks as reasonably required

Girl Experience Services and Support

- Provide strategic advice to Girl Experience Manager – Classic Programme, Head of Girl Experience and Chief Executive

- Demonstrate active strategic leadership; monitoring organisation performance, celebrating success, problem solving, finding and implementing solutions to issues including underperformance and participating in think tanks and strategic discussions as required
- Drive organisational opportunities, growth and change
- Recommend solutions to issues, improvement opportunities or new prevention measures
- Participate in the development of the national operating plan and annual budget and report on team activities
- Deliver agreed accountabilities within the national operational plan on time, in full and within budget
- Manage and operate within agreed budgets
- Ensure that girls are engaged, at the centre of Guiding and that girl-led is embedded in our organisational culture
 - i) Work with key staff and volunteers to ensure girls have a voice and participate actively in organisational decision making
 - ii) Lead the appointment of girls to the Area Girl Advisory and Participation Group and provide on-going support
- Lead, influence and inspire your team to deliver growth and achieve or succeed its annual growth targets
- Develop and deliver action plans for growth which support and inspire team members to achieve growth. Plans are delivered in full, on time and within budget.
- Ensure that the Upper North Area is managed effectively, efficiently and delivers required services on time, to a high quality, aligned to organisational expectations, to agreed standards and within budget
- Ensure that girl recruitment and retention occurs for the Classic Programme, is aligned to organisational expectations and delivering required outcomes. Lead the end to end management of the lifecycle of girls in Guiding within the Upper North Area.
- Ensure that volunteer recruitment and retention occurs for the Classic Programme, is aligned to organisational expectations and delivering required outcomes. Lead the end to end management of the lifecycle of volunteers in Guiding within the Upper North Area.
- Ensure that volunteer training requirements are being met through the provision of area and regional training opportunities
- Ensure that volunteer training and development comply with WAGGGS requirements and standards
- Maintain an overview of volunteer external development and recertification needs, including budget implications, and manage delivery of training to ensure adequate and appropriate resourcing of girl activities within the area
- Ensure that WAGGGS programmes are delivered to the required quality, standards and expectations
- Ensure that systems and processes, consistent with good practice and industry standards are in place to manage risk, yet are easy to use, are flexible and enable the delivery of a fun filled, dynamic programme within the area

- Manage the provision of specialist outdoor industry expertise in the girl and leadership programmes in accordance with agreed priorities
- Work collaboratively with the Development Team to ensure a smooth handover of new programmes, materials, resources and opportunities and ensure they are implemented successfully
- Build and extend productive and mutually beneficial relationships with current and future supporters
- Ensure that team members assist with the provision of information required for funding applications and proposals

Girl Experience –Community Programme Services and Support

- Ensure that girl recruitment occurs for the Community Programme, is aligned to organisational expectations and delivering required outcomes.
- Ensure that volunteer recruitment occurs for the Community Programme, is aligned to organisational expectations and delivering required outcomes.

Role specific competencies

- Strong leadership and management skills
- Sound judgement and problem-solving skills
- Environmental awareness and appreciation of potential impacts of trends and legislation pertaining to area of responsibility
- Strong personal prioritisation and time management skills
- High level of written and oral communication skills and relationship management
- Sound knowledge and understanding of all sections of the GirlGuiding New Zealand classic programme
- Financial management and budgeting skills
- Strong general computer skills, with Microsoft Office suite and database experience
- Acts with Integrity
- Commitment to customer services excellence
- Flexibility as you will occasionally need to be flexible to attend some meetings after hours

General Competencies

- Leadership qualities – acts professionally; self-starter; risk assessor; good listener
- Judgment – considers long-term impacts of decisions
- Collaboration – staff and volunteers work together in achieving common goals for the benefit of GirlGuiding New Zealand. Demonstrates a strong customer service ethic
- Continuous improvement – supports positive change; actively promotes personal improvement; strives for excellence in all aspects of work

- Environmental awareness and appreciation of potential impacts of trends and legislation pertaining to the area of responsibility
- Relationships - establishes and maintains solid relationships with colleagues

Qualifications and experience

- A university degree in a related field
- Proven management record
- Experience in working across sectors such as youth, education or social services
- Experience in working with and /or managing volunteers
- Experience in working with diverse cultural and ethnic groups
- Experience managing geographically remote teams would be an advantage

Note: Role purpose, responsibilities and competencies may change over time. Role holders will be notified of any changes. Consultation will take place in the event of any material changes that affect the overall scope, function or possibly size of the role.

 Roleholder Name & Signature _____
 Date

 Manager Name & Signature _____
 Date

 Chief Executive Name & Signature _____
 Date