

7.Role Description



Development Manager

Last review date: November 2018

GirlGuiding New Zealand – *Nga Kohine 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 ensuring the development of all girls' programmes, advocacy campaigns and adult learning and development content as well as systems to support programme delivery for both the classic and community programmes.

This includes leading, coaching and managing the staff and volunteer team responsible for development in accordance to the organisation's strategy.

Development will occur within an agile delivery framework with this role being responsible for the establishment and implementation of agile teams and work style.

This role is also responsible for ensuring there is a focus on growth and that all development can be linked to tangible growth in girl participation.

This is an organisational leadership role for GirlGuiding New Zealand and is responsible for providing strategic advice to the National Board, Chief Executive, Leadership and Management Teams and National Forum.

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:

- Chief Executive
- Leadership and Management Teams

- Agile teams and taskforces
- Girl Experience Managers and teams
- Communications and Marketing Team
- Business Services Team
- The National Board
- Girl Participation and Advisory Groups and other girl members as required
- Volunteers

External:

- External contractors for special projects

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 Leadership, Management and Development Teams and any functional and project teams that you are involved in to help them be successful
- Maintain effective relationships with staff and volunteer members
- 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:

Organisational leadership

- Actively participate as a member of the Leadership Team driving organisational opportunities, growth and change
- 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
- Create an environment that promotes one team, great performance and positive morale
- Recommend solutions to issues, improvement opportunities or new prevention measures
- Ensure there is a focus on growth with an increase in girl participation through all programmes offered
- 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.
- 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

Staff/Volunteer management and team leadership

- Actively participate as a member of the Christchurch Office management team
- Provide inspired Development Team leadership and management, including performance coaching /management and professional development
- 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 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 that there are sound systems and processes in place which enable the effective and efficient management and support of volunteers

Programme Development

- Provide strategic advice to the Chief Executive, Leadership Team, and National Board. Develop and present reports and presentations to the National Board, National Forum and other audiences as required.
- Take a lead role in the development of the strategic plan, 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
- Plan and prioritise cycles of development and updates to maximise efficiencies and achieve organisational goals
- Ensure that the development of programme, materials and resources occurs efficiently and effectively using agile ways of working while being delivered on time, aligned to organisational expectations, to agreed standards and within budget.
- Ensure that taskforces are established to undertake development work using agile ways of working and concepts. Provide assistance, guidance and training to taskforce leaders and members of the Development Team.
- Monitor that all development is of a high quality and responds to the needs of the intended audience and take corrective action as soon as concerns arise.
- Ensure that girls are engaged, at the centre of Guiding and that the girl-led philosophy is embedded in our organisational culture
- Ensure that volunteer training and development resources comply with WAGGGS requirements and standards
- Maintain a focus on external market trends to ensure that collateral/programmes developed are relatable to target user groups and have a degree of longevity
- Develop and present reports and presentations as required
- Ensure compliance with all relevant legislation, policies, procedures and practices within areas of responsibilities. Ensure that any concerns are brought to the Chief Executive's attention
- Build and extend productive and mutually beneficial relationships

Development implementation

- Ensure that all team members and taskforces work collaboratively with the relevant Girl Experience Team to ensure a smooth handover of new programmes, materials, resources and opportunities and that they are implemented successfully
- Ensure that there are feedback loops in place with girls, parents, volunteers and/or staff for all development to enable continuous improvement to occur and demonstrate that the feedback received is being used to inform decisions

Programme Developer

- Be a lead developer personally responsible for the delivery of a suite of development projects on an annual basis which is delivered using agile ways of working, in full, on time, within budget to the agreed quality and standards

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Fund Development

- Support Fund Development initiatives by assisting with the development of sponsorship and partnership arrangements
- Ensure that the Development Team assists with the provision of information required for funding applications and proposals

Role specific competencies

- Exceptional leadership and management skills
- Strong project management skills including Agile Project management
- Sound judgement and problem-solving skills
- Knowledge and understanding of needs and expectations of girls and young women
- Knowledge and understanding of experiential learning
- Self-Awareness – Having a good understanding of what is happening around you and how you are perceived by others
- Situational Awareness - understanding how external and internal events, can impact on the organisation's effectiveness, including understanding the needs and feelings of those affected by the situation, as well as the impact on operations
- Personal Integrity - Keeping promises and honouring commitments; Behaviour that is consistent with values repeatedly expressed to others; Taking responsibility for one's actions and decisions
- Strong personal prioritisation and time management skills
- High level of written and oral communication skills and relationship management
- Sound knowledge and understanding of all the GirlGuiding New Zealand Girl Experience programmes
- Financial management and budgeting skills
- Strong general computer skills, with Microsoft Office suite and database experience
- 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 and leads 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
- At least seven years post-graduate relevant work experience
- Proven management record at a senior level
- Experience working as part of an agile team
- Experience working with young people in an experiential learning environment
- Experience in working with and /or managing volunteers
- Management qualifications 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

Chief Executive Name & Signature

Date