



## 34. Role Description

### Volunteer Recruitment Co-ordinator Upper North Area

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 successful delivery of recruitment plans and strategies for the Upper North Area.

The primary responsibility of this role is to recruit volunteers to participate in the Guiding in the Upper North Area.

The role also assists with girl recruitment as required.

**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:**

- Upper North Area Manager
- Girl Experience – Classic Programme Team members
- Girl Experience -Community Programme Team member
- Staff in the Auckland Office
- Business Services Team
- Volunteers

**External:**

- Potential girl members and volunteers
- Volunteering NZ and its regional offices

- Community organisations and NGOs
- Local authorities
- Schools and education providers
- Supporters

**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 Upper North 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:**

- Facilitate volunteer recruitment to both the Classic and Community programmes to achieve annual targets and KPIs
- With the Girl Recruitment Co-ordinator work with Local Teams to identify their recruitment needs and ensure these needs are met.

- With the Girl Recruitment Co-ordinator work with the Community Programme Team to identify their recruitment needs and ensure these needs are met.
- Assist with the development of area action plans for growth which support and inspire team members to achieve growth. Ensure that area recruitment plans are delivered in full, on time and within budget.

#### *Recruitment of Volunteers*

- In conjunction with relevant staff, facilitate the recruitment of volunteers to both the Classic and Community programmes in accordance with agreed priorities
- Undertake on-boarding of applicants as per the organisation's on-boarding process and timelines, with a focus on customer service and prompt conversion
- Work closely with the staff members responsible for recruitment of girls and volunteer support to ensure a seamless approach to recruitment of both girls and volunteers and responsiveness to volunteer requirements
- Undertake external promotion of volunteer needs/opportunities in a proactive, prioritised way which does not compromise on-boarding deliverables to maximise growth opportunities
- Contribute to trialling different approaches to volunteer recruitment, e.g. information sessions /group interviews/activities as agreed with manager
- Adapt volunteer recruitment processes within the limits of accepted practice to meet the needs of different ethnic and local groups

#### *Recruitment of Girls*

- Assist with the recruitment of girls to ensure timely placement or participation through either Classic or Community options during peak periods or staff absences
- In conjunction with other recruitment staff and local co-ordinators monitor girl waiting lists, finding effective solutions to meet volunteer demand to facilitate the placement of girls from waitlists

#### *Recruitment – General*

- Identify and implement strategies to drive member growth in conjunction with Manager, Communications and Marketing Manager and other relevant staff and volunteers
- Maintain a working knowledge of local demographics and member trends and apply this to contribute to positive growth outcomes

- Contribute to a planned approach to recruitment, the expansion of existing units and opening of new units in the relevant area based on identified needs and opportunities
- Review outcomes of area recruitment drives and targeted initiatives in conjunction with manager and other staff in order to maximise return on effort
- Provide information and resources to assist local teams with their recruitment activity based on key priorities and anticipated outcomes
- Identify untapped opportunities or blocks to growth in relevant area and develop plans in conjunction with manager, key staff and key members to overcome these

#### *General*

- Provide general administration and co-ordination of resources to assist with the smooth running of the office
- Participate in special projects in specialist or other area as opportunities identified
- Help build and model great team culture
- Respond to the changing needs of GirlGuiding NZ, performing other tasks as reasonably required

#### **Role specific competencies**

- Knowledge and understanding of current recruitment practices
- Strong computer skills, including Microsoft Office Suite, in particular MS Word and Outlook, and experience with databases
- Excellent attention to detail and accuracy
- Sound judgement and problem-solving skills
- Good level of written and verbal communication and relationship skills
- Strong personal prioritisation and time management skills
- Acts with integrity
- Commitment to customer services excellence
- Adaptative and responsive to change
- 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 members 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

- Minimum of two year’s proven experience in an HR/ recruitment related role
- Experience in working collaboratively with external organisations
- Experience working with volunteers
- Experience in working with diverse cultural and ethnic groups
- Experience in a not for profit environment 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.

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Roleholder Name & Signature \_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Name & Signature \_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Executive Name & Signature \_\_\_\_\_  
Date