



Community Programme Facilitator (Auckland)

Last review date: July 2019

GirlGuiding New Zealand – *Ngā 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 the success of the GirlGuiding NZ's Community programmes and Event options.

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 Teams
- Recruitment Staff
- Communication and Marketing Team
- Development Team
- Business Services Team
- Staff where position is located
- Volunteers

External:

- Young people and their families/whanau
- Schools, education providers and organisations working with children and young people
- Sponsors and 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 Girl Experience – Community Programmes 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:

- Deliver agreed Community Programme accountabilities on time, in full and within budget
- Assist with the development of action plans for growth which support and inspire team members to achieve growth.
- In conjunction with relevant staff, ensure that a pool of volunteers are recruited and retained to meet delivery needs, including activity co-ordinators to take a lead delivery role
- Assist with ensuring that volunteers are well trained and supported, receive appropriate programme support and advice and thoroughly understand all GirlGuiding NZ policies and procedures

Community Programme Planning and Delivery

- Co-ordinate, plan and participate in the delivery of Guiding core community programme collateral, referred to as Out of the Box programme options, in an engaging way

- In conjunction with relevant staff, contribute to the review and update of Out of the Box programme collateral to ensure its currency and relevance for different markets
- Co-ordinate and plan delivery of a calendar of Community Programme Activities (Pop Up Events), either utilizing Out of the Box programme material or delivered in conjunction with subject matter experts
- In conjunction with key staff, identify external market opportunities to extend the delivery of Community programme content offering to cater for identified gaps in the market place
- Identify potential gaps, interest and opportunities to offer one off or a series of sessions (Pop Ups) on particular themes, for example as part of a series of skill-based sessions for ranger aged girls
- In conjunction with relevant staff, develop a network of external subject matter specialists and sponsors to contribute to the delivery of content at Pop Up sessions

Community Delivery and Relationship Build

- In conjunction with other staff raise awareness of alternatives to the regular weekly Guiding model
- Ensure Volunteer Recruitment Co-ordinator is aware of volunteer recruitment needs to meet delivery targets and ensure the effective on-boarding of new volunteers
- In conjunction with other staff seek out opportunities to deliver community-based programme options, either directly to groups of children or in conjunction with other providers
- Use information provided by recruitment staff to inform decisions regarding where Pop Up events can be planned and offered directly to groups of girls, based on enquiries and wait lists
- Work with Recruitment and Communications and Marketing staff to ensure the effective promotion of upcoming activities through a range of mediums and directly to girls on waiting lists
- Work with other relevant staff to raise awareness about Community Programme offerings amongst other organisations working with young people
- Develop a network with other providers, such as organisations working with young people, with whom promotion, co-design and delivery of community programme components can occur as part of other initiatives in schools and communities

Evaluation

- Undertake and analyse post-delivery evaluations
- Monitor parent and girl feedback and level of satisfaction and work with staff and volunteers to ensure continuous improvement ensuring feedback informs decision making
- Report on outcomes

General

- Delivery of basic functions of other key team members at times of planned and unplanned leave
- Respond to the changing needs of GirlGuiding NZ, performing other tasks as reasonably required
- Help build and model great team culture

- Assist with the provision of information required for funding applications and proposals
- The ability to work occasional late nights, weekends and attend key events when required

Role specific competencies

- Knowledge of girls' life stages as it relates to their age and development
- Excellent planning skills
- Excellent programme and event delivery skills
- Excellent attention to detail and high levels of accuracy
- Sound judgement and problem-solving skills
- Good level of written and verbal communication and relationship skills
- Strong personal prioritisation and time management skills
- Sound integrity
- Good financial management and budgeting skills
- Strong general computer skills, with Microsoft Office suite and database experience
- Ability to work to deadlines, be flexible and adaptable
- Commitment to customer services excellence

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

- Experience in working with children and young people
- Experience in working with volunteers
- Experience in the planning and delivery of programmes and events
- Experience working collaboratively with external organisations
- Experience in working with diverse cultural and ethnic groups
- Teaching experience would be an advantage

- Skills /qualifications in outdoor education would be an advantage
- 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.

Roleholder Name & Signature Date

Manager Name & Signature Date

Chief Executive Name & Signature Date