

Role Description

Girl Recruitment Co-ordinator Upper North Area

Last review date: March 2021

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

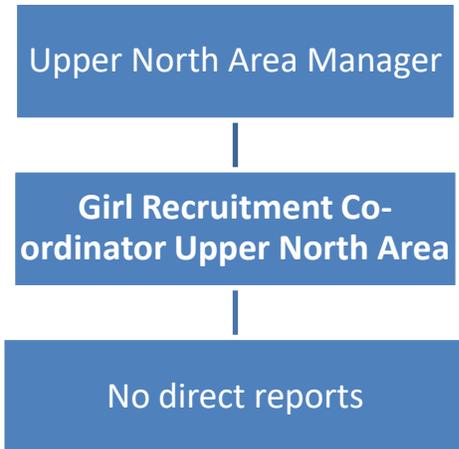
Purpose of the role:

This role is responsible for the successful delivery of recruitment plans and strategies for the Upper North Area.

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

The role also assists with volunteer 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
- 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 Girl Experience Team 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:

- Facilitate girl recruitment to both the Classic and Community programmes to achieve annual targets and KPIs
- With the Volunteer Recruitment Co-ordinator, work with Local Teams to identify their recruitment needs and ensure these needs are met
- Support the Auckland GE team with the delivery 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

Girl Recruitment

- In conjunction with relevant staff, facilitate the recruitment of girls to both the Classic and Community Programme in accordance with agreed priorities
- Co-ordinate and administer girl enquiries, promptly and in accordance with good practice, from initial contact to satisfactory placement in a unit

- Invite girls on waiting list or new enquiries to units as capacity allows or advise them of adaptable Guiding options
- Work with volunteers and parents to ensure the timely acceptance of girls in units following initial visit
- Liaise with schools and other community options to promote availability of places (and adaptable options as agreed with Community Programme Facilitator) where there is capacity
- Work closely with other staff and local co-ordinators to monitor and find solutions to the placement of girls from waitlists
- Work with staff and volunteers on the planning, set up and promotion of new units

Recruitment – General

- Work closely with the staff member who is primarily responsible for recruitment of volunteers to ensure availability of units for girl placement and a seamless approach to recruitment
- Assist recruitment staff with processing volunteer enquiries for both the Classic and Community programmes as able and as requested by Manager during peak times or staff gaps
- Participate in any external recruitment initiatives and strategies to drive growth as agreed with Manager
- Monitor membership numbers, enquiries, waitlists and trends across Upper North Area with other recruitment staff and volunteers and work to resolve any identified barriers to this
- Maintain a working knowledge of local demographics and member trends and apply this to contribute to positive targeted growth outcomes
- Monitor parent and girl feedback and work with other staff and local co-ordinators to ensure continuous improvement

General

- Provide general administration and co-ordination of resources to assist with the smooth running of the office
- Help build and model great team culture
- Respond to the changing needs of GirlGuiding NZ, performing other tasks as reasonably required

Role Specific Competencies

- 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 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 a recruitment administration or customer services role would be an advantage
- Experience in working with diverse cultural and ethnic groups
- Experience working with volunteers
- 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