

# GirlGuiding New Zealand Position Description

## POSITION TITLE

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### **Guiding Experience Lead**

## PURPOSE

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**To drive sustainable growth, provide effective leadership and oversee the provision of excellent guiding experiences around Aotearoa New Zealand**

## SPECIFIC DUTIES & RESPONSIBILITIES

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### **Leadership**

- Lead the Guiding Experience (GE) Team strategically, effectively, and efficiently; fostering a collaborative, whole of team culture
- Enable the GE Team to deliver on its Key Performance Indicators (KPIs) whilst ensuring consistency, accountability, responsibility, transparency and a no surprises approach
- In collaboration with the Chief Executive and the Senior Leadership Team, develop strategic initiatives to improve the performance and outlook of GirlGuiding New Zealand
- Monitor the team's performance, provide support and opportunities for member growth and development. Inspire, and take people along with you on the journey
- Ensure close working relationships are formed and maintained between staff and volunteer role holders, empowering volunteers to serve as valued and integrated members of the team
- Support and empower other leaders within the GE Team, role modelling positive behaviours, providing direction, clearly communicating expectations
- Demonstrate excellence through written reports and other communications, and confident presentations
- Oversee the complaints process, ensuring excellent management of complaints in accordance with the Complaints Policy

### **Youth Members**

- Work closely with the Guiding Experience Team to forecast and plan for growth and maintain the delivery of current Guiding subscription services
- In collaboration with the Marketing and Communications Manager, develop, and oversee the execution, monitoring and reporting of successful girl recruitment and retention campaigns and strategies that drive perception of membership value to current and potential members
- Provide leadership and direction to the Volunteer Experience and Youth Experience Team Leaders, supporting them to run effective, efficient and engaged teams
- Own all communications with girls and parents, supported by Marketing and the Youth Experience Team, to ensure key messages are well communicated and understood

- Enable effective monitoring and evaluation, and direct reporting on key metrics, including unit capacity, growth by experience type, girl membership retention, linking and other relevant metrics to grow Guiding's membership
- Ensure the GE team provides an appropriate level of support for GirlGuiding New Zealand events, including major events such as Jamboree and the National Forum

### **Programme and Resources**

- Support the Programme and Development Teams to understand, design, and deliver relevant, exciting, appropriate and meaningful resources and programmes to GirlGuiding volunteers and members
- Work with the Chief Executive and other leaders to improve tikanga Māori competency, awareness, and capability within the organisation
- Take ownership of GirlGuiding New Zealand's Health and Safety responsibilities, supporting a culture of continuous monitoring and improvement

### **Volunteers**

- Champion the volunteer voice and perspective within GirlGuiding New Zealand.
- In collaboration with the Marketing and Communications Manager, develop, and oversee the execution, monitoring and reporting of successful volunteer recruitment and retention campaigns and strategies
- Collaborate, coordinate, and consult with volunteers as required to ensure their engagement and commitment to the organisation
- Provide leadership to National Volunteer Role Holders, and facilitate deep connections between volunteer and staff teams within the Guiding Experience area
- Effectively manage time and priorities to mitigate the impact of after-hours meetings  
Please note: this role works closely with volunteers who cannot meet during usual (8.00am – 5.00pm) work hours
- Recognise and understand the critical role that volunteers play in the GirlGuiding New Zealand structure
- Support the recruitment, training, success and retention of volunteers nationally
- Effectively lead the Guiding Experience team to deliver meaningful and targeted support to volunteers, ensuring that they have the resources, clarity, connectedness and direction necessary to deliver GirlGuiding New Zealand programmes
- Work closely with the Volunteer Experience Team Leader to identify and remove or mitigate roadblocks and obstacles to volunteer recruitment, retention and success
- Develop effective methods to monitor and report on the impact GirlGuiding New Zealand has for members, stakeholders and the wider community

### **Operational Infrastructure**

- Work closely with relevant team members to improve the infrastructure and systems that support the work of the GE Team
- Adopt a continuous improvement mindset and consistently look for ways to improve our processes and efficiency to achieve better outcomes

- Work closely with other members of the Senior Leadership Team to ensure a strategic, cohesive and collaborative approach to shared challenges and responsibilities
- Work closely alongside the Chief Executive and Executive Assistant, supporting a culture of ‘no surprises’

#### GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and disciplined and work the hours and times required
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and delivered to a high standard
- Role model the principles and behaviours inherent in the GirlGuiding ethos
- Support and help develop a positive workplace culture
- Demonstrate excellent interpersonal communication skills
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this position description and all other duties as required by the business
- Comply with all employment obligations
- Promptly undertake to complete all reasonable and lawful instructions and directions given
- Serve the business in good faith, promoting and protecting the business’s best interests
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace

#### SKILLS, EXPERIENCE & EDUCATION

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- A positive, ‘can-do’, self-starter attitude
- Flexibility to lead and participate in after-hours meetings as required
- Relevant tertiary qualification preferred (education, management, or similar)
- Minimum 5 years leadership experience working in similar roles, ideally in the not-for-profit or community sector
- Ability to chair and /or facilitate effective meetings with a wide range of stakeholders
- An understanding of, and commitment to, the values and mission of GGNZ
- Experience in developing policies, reviewing and refining frameworks and processes
- Experience working effectively with volunteers
- Confident and experienced with full Microsoft suite of products
- Experience coordinating multiple stakeholders to deliver excellent outcomes to customers or clients
- Excellent customer service skills
- Experience of sensitively and effectively managing complaints
- Strong leadership skills

- Strong relationship building and collaborative skills
- Strong problem-solving and analysis skills
- Strong personal prioritisation and time management skills
- Experience working with a wide range of personalities and variable skill sets
- Competency with te reo Māori me ōna tikanga an advantage
- Comfortable working with remote teams and with the use of virtual conference tools
- Knowledge and understanding of needs and expectations of girls and young women, ideally in Aotearoa New Zealand