



POSITION: Assistant Operations Manager

REPORTING TO: Operations Manager

DIRECT REPORTS: Nil

BACKGROUND Graeme Dingle Foundation

The Graeme Dingle Foundation is a Child and Youth Development charity that is building a positive, vibrant and successful New Zealand by Transforming Young Lives Forever.

The Graeme Dingle Foundation is a leader in the field of Child and Youth Development in New Zealand. Founded in 1995 as the Project K Trust, The Foundation provides young people with the opportunity to build self-confidence and learn valuable life skills by participating in a number of successful developmental programmes: Kiwi Can, Stars, Career Navigator, Project K and MYND.

At the Graeme Dingle Foundation, we believe it is important that we not only do good, but that we can also prove the difference we make. Our programmes all change lives and are informed by best-practice research. With our University research partners, we know our programmes: improve attitudes and behaviour; improve academic results; help young people set and achieve their goals; boost self-confidence; reduce truancy rates and at risk behaviours such as substance abuse; and help young people feel more positive about the future.

The Foundation's programmes are currently delivered to almost 28,000 young people every year, from Northland to Stewart Island.

The headquarters is the National Support Office (NSO) in Albany, where dedicated staff support a nationwide network of licensed Community Partners (CPs). Support for our Community Partners includes quality assurance, research and evaluation, coaching, training, materials, development and implementation of new programmes, database development and national networking and funding.

PURPOSE OF THE ROLE

- This is a diverse operations role responsible for supporting the Operations Manager in both day to day operations and continuous improvement initiatives. This role is charged with supporting the CPs with both ad-hoc and longer-term needs, reviewing and developing all systems, processes and procedures to assist CPs, collating and monitoring CP monthly reports and preparing draft written commentaries and recommendations as well as advising on financial, administration, business HR/H&S/IT issues.
- Additionally, this role will support the Operations Manager in identifying and resolving operations issues for NSO and the Community Partners.

KEY RELATIONSHIPS

Internal

- Leadership Team and staff at the National Support Office as this role has a large connecting and co-ordinating component)
- Regional Managers/Coordinators/Managers and staff (Community Partners)

External

- Education sector (primary, intermediate and secondary schools - in support of Community partners)
- External Consultants re Health and Safety etc
- Youth Development sector (to build knowledge of the sector)

KEY CHALLENGES

- Achieving all operational objectives as set out in the Annual Community Partner Support Business Plan and Budget in line with Graeme Dingle Foundation's direction
- Gaining input and buy-in from the network of Community Partners and providing advice and support in liaison with the Operations Manager
- Utilising the expertise of NSO on specific projects/issues as and when required and being a source of Community Partner information for the Lead Team
- Reviewing and monitoring systems to ensure they are current and relevant, ensure processes and procedures are in place to support Community Partners as well as providing technical advice and services in relation to budgets, variances and annual plans
- Managing implementation of new or upgraded systems to enable efficiencies and enhanced record keeping and communication within the Foundation

RESPONSIBILITIES

- **Reporting – undertake a review of the CP reporting requirements**
 - Gathering and collating monthly reports from CPs, analysing for key information and disseminating relevant information to other NSO staff as and when required
 - Ensure timely advice and policy recommendations are provided to the Operations Manager regarding CP management, performance and risk management i.e. working on a “no surprises” approach

- **Operational Leadership**

Working closely with the Operations Manager to:

- Collaborate and share information with others in the Lead Team on a weekly basis

- Support the Operations Manager with CP enquiries (Regional Manager and staff) to identify and implement opportunities for operational improvement
- Support the operational interface between NSO and Community Partners' management and staff, providing advice and support on operational issues. Involve relevant specialists at NSO to assist with programme issues, training, QA, finance, administration, HR, Health and Safety, IT, funding, and profile building
- Review and update Graeme Dingle Foundation Operational Policies and Procedures and provide feedback to Operations Manager on areas of concern. Monitor Community Partners for compliance with Policies and Procedures
- Work with Community Partners to support them to meet all legal, statutory and contractual obligations and obtain professional advice as and when appropriate i.e. HR, Health and Safety, etc.
- Work with NSO team on annual Community Partner Conferences, national training and other events.

- **Health and Safety**

Together with the Operations Manager lead and maintain a health and safety culture at NSO and within Community Partner workplaces by:

- Understanding the nature of the risks and hazards faced by our people as a result of the operations of the Graeme Dingle Foundation, and work with Community Partners and Operations Manager to monitor workplace conditions and mitigate risks;
- Understanding Graeme Dingle Foundation Health and Safety Policies and Procedures, supporting Community Partners to implement/comply with these policies, and regularly review these policies and advise Operations Manager where these could be improved to improve the safety of our people and/or to comply with the law;
- Manage and monitor Graeme Dingle Foundation Health and Safety Incident register;
- Work with Operations Manager to drive NSO and Community Partner Board and Staff engagement with Health and Safety by attending/presenting at staff trainings, organise the National Health and Safety Committee, and ensuring Health and Safety is a standard agenda in NSO team meetings; and
- Ensuring staff, young people, volunteers, contractors and visitors to NSO receive the appropriate information, instruction and training necessary for them to be safe.

- **Business Planning and monitoring**

- Assist CP staff with planning and budgeting process and support ongoing process of monitoring budgets, in conjunction with Operations Manager

- Work with Operations Manager on board/management transitions or interfaces
- Utilise a coaching approach to improve the timeliness and quality of CP reporting
- Escalating issues in a timely fashion to the Operations Manager where concerns are identified
- **Administration**
 - Maintain Community Partners and other key contacts and groups in the CRM system, outlook and internal documents and reports as required
 - Support Operations Manager with administration including diary management
 - Ensure systems for data and communication support the needs of the organisation, taking an innovative approach to keeping up with business demands and technological changes

KPIs

- Achievement of current Operations objectives as per Annual CP's Business Plans and Budgets
- Favourable satisfaction levels (Annual Community Partner Surveys and Annual Staff Satisfaction Surveys results)
- Annual 'health check' of CPs shows a positive trend
- "No surprises" regime for the Operations Manager and other senior managers

PERSON SPECIFICATION

Experience and Qualifications

- A tertiary qualification and at least 2-4 years' experience is preferable
- Operations or business experience in several areas, especially advisory, of:
 - Finance/Administration
 - Health & Safety
 - Human Resources
 - Information Technology
- Excellent customer relationship skills
- Proven skills in developing and monitoring general business policies and procedures
- A passion and interest in the youth sector and the outdoors is an advantage

Personal Attributes

- Highly organised and analytical, detail conscious with good process/procedure and quality assurance skills
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- Strong IT and systems capability
- Positive and highly innovative approach to managing systems and tasks
- Resilient and practical
- Business savvy
- Proven customer service skills and ability to coach and mentor others
- Competent oral and written communication skills
- Open to change and able to develop an empowered culture
- Strong relationship building skills

Competencies

Operational Leadership: Leads and achieves a desired future state

Relationship Management: Develops and nurtures key community/corporate relationships

Specialist Knowledge: Demonstrates high level of technical knowledge in all areas of general and management

People Development: Supports development of a high performing team

Communication: Demonstrates effective oral and written communication skills

Problem Solving: Is able to produce effective solutions to problems

Customer Services: Develops strong customer service culture

Personal Effectiveness: Demonstrates personal effectiveness in terms of work attitude, style and approach

GENERIC ACCOUNTABILITIES

Strategy and Planning

- Provides input to the development of periodic strategic plans for Graeme Dingle Foundation as required by Operations Manager
- Implements working plan in own area in alignment with strategic and operational business plan, monitoring and reporting progress and taking corrective action where required

Legal and Reporting

- Ensures activities in own work area comply with relevant Graeme Dingle Foundation policies and required practices
- Provides reports on activities and progress on objectives accurately and on time to Operations Manager

Finance and Administration

- Contributes to shared accountability for office functioning and efficiencies by:
 - taking incoming telephone calls

- maintaining own general office systems such as document photocopying, filing and retrieval, tidiness and own basic functions such as email and fax wherever practicable
- passing on incoming communications received to the right recipient

Marketing and Promotion

- Contributes to the successful promotion and expansion of Graeme Dingle Foundation by:
 - representing Graeme Dingle Foundation in a positive manner where the opportunity arises through social or public contact
 - advising members of the Lead Team of any situation or event in which there appears to be an opportunity for the promotion or expansion of Graeme Dingle Foundation

Information Technology

- Manages the review and implementation of IT systems to ensure ongoing innovation and advancement for the organisation
- Contributes to the effective maintenance of computer networks and databases by ensuring that any new or updated information that comes to hand is input in an accurate and timely manner
- Helps safeguard Graeme Dingle Foundation from the risks of loss of information and breaches of confidentiality by following required policies and procedures for the storage and use of computer records.

Staff Management and Teamwork

- Helps Graeme Dingle Foundation to maintain a safe working environment by complying with policies and procedures in relation to Occupational Safety and Health, and taking action quickly and responsively to prevent hazards
- Helps Graeme Dingle Foundation to maintain a competent, motivated and cooperative team of paid staff and volunteers by:
 - sharing relevant information to help others achieve their goals
 - developing own skills and knowledge so as to work competently, and to deputise for others where agreed
 - providing supervision and guidance to volunteers where required
 - consulting with others on decisions that affect them
 - attending and contributing to meetings as required
 - providing reasonable coaching or training to others where appropriate
 - supporting a shared vision and a cooperative team environment
- Helps ensure a conducive and efficient workplace by supporting agreed systems for housekeeping and office supplies

Asset Management

- Helps safeguard Graeme Dingle Foundation's assets and equipment by following required procedures for security and maintenance.