



# GROWTH & OPERATIONS MANAGER

## Role Description

<b>Location</b>	Wellington
<b>Hours</b>	28 hours per week plus monthly attendance at Committee meetings
<b>Remuneration</b>	\$55-65K pro rata, 0.7FTE
<b>Date</b>	May 2026

## About the Collective

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The Wellington Women's Health Collective ("the Collective") is a small charitable not for profit organisation, formed in 1986 to provide free support to low-income women in Wellington. Our services include:

- An information and triage service.
- Up to eight contribution-based counselling sessions per client.
- Low-cost workshops.
- Free reproductive health products like pregnancy tests, period products and condoms.

The Collective is steered by a governance Committee, to which the Growth and Operations Manager reports. Our funding currently comes from a combination of charitable donations, grant applications and new trials for client payment contributions.

The purpose of the Collective is to benefit the community through empowering and supporting women to make informed choices about their physical, mental and emotional health.

Our vision is that all Wellington women will have access to the support services they need to maintain long-term health and wellbeing.

## Our values & behaviours

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Our work is underpinned by a set of principles and behaviours that apply to how we work together and with the women we support:

- We are a feminist collective;
- We recognise and honour the principles of Te Tiriti o Waitangi;
- We are pro-choice, believing that every woman has the basic human right to decide when and whether to have children;
- We are committed to supporting all women to access a full range of health services (including wellbeing) - Te whare tapa whā;
- We welcome all women, recognising and respecting the needs of the LGBTQ+ community;
- We partner with other organisations for stronger impact for communities and whanau.

### Our behaviours

- We live our values;
- We operate within a gender-equal framework;
- We function collectively;
- We do what we say we will – we are responsive and reliable;
- We know what we are doing - we have a plan;
- We understand our collective strengths;
- We champion compassion and kindness, and we are respectful to ourselves and to others;
- We are reflective – we are a learning organisation; we don't rush ahead without thought.

## Position summary

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The Growth and Operations Manager (“the Manager”) is a new role, designed to provide operational leadership and growth activities for the Collective.

The role has three core areas of responsibility:

- Operational leadership – ensuring the Collective operates effectively, sustainably and compliantly day-to-day.
- People leadership – supporting and leading staff, student counsellors and volunteers in alignment with the Collective’s values.
- Revenue growth and partnerships – developing diversified and sustainable income streams through grants, partnerships, sponsorships, fundraising and community relationships.

A key focus of the role is developing diversified revenue streams that support the Collective’s long-term sustainability. This includes grants, fundraising, sponsorships, philanthropic relationships, strategic partnerships, and other opportunities aligned with the Collective’s purpose and values.

The role is initially part-time; however, the Committee sees significant opportunity for the role to expand over time as sustainable revenue and organisational capacity grows. This is an exciting opportunity for someone who wants to grow alongside the organisation and help shape its future direction.

## ROLES REPORTING TO THE MANAGER

- Paid staff
- Student Counsellors
- Volunteers

## Key responsibilities

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### LEADERSHIP & STRATEGY

- Work with the Committee to develop and implement the vision and strategic direction of WWHC.
- Develop and implement organisational strategies that align with WWHC's mission and values.
- Ensure WWHC remains responsive, adaptive, and relevant to the evolving needs of women in Wellington.
- Explore opportunities to enhance the diversity and impact of WWHC's services.

## REVENUE GENERATION, PARTNERSHIPS & FUNDING

- Develop and implement a sustainable revenue generation strategy for the Collective.
- Grow and diversify income streams through grants, fundraising, sponsorships, partnerships, donations and philanthropic opportunities.
- Build and maintain strong relationships with funders, sponsors, community partners, government agencies and aligned organisations.
- Identify strategic partnership opportunities that strengthen the Collective's sustainability, profile and impact.
- Lead and coordinate all grant and funding activity, including researching opportunities, maintaining funding calendars, preparing applications, coordinating supporting information, managing accountability and reporting requirements, and forecasting revenue.
- Support development of campaigns, storytelling and communications that demonstrate the Collective's impact and value to supporters, funders and stakeholders.
- Work closely with the Committee to identify and pursue new funding and growth opportunities.
- Provide regular reporting to the Committee on revenue performance, funding pipeline, partnerships, risks and sustainability opportunities.

## OPERATIONAL MANAGEMENT

- Oversee day-to-day operations, maintaining efficient and effective processes and service delivery.
- Oversee risk management in WWHC. Identify, assess, and manage organisational risks including relating to operations, financial, privacy, staff and clients.
- Ensure financial, administrative, ethical, professional and legal compliance within the organisation.
- Manage and/or undertake all financial activities including invoice payments, petty cash, volunteer reimbursements, reconciliations and payroll.
- Support the Treasurer to oversee WWHC's income and expenditure and provide monthly reporting to the Committee.
- Maintain/oversee WWHC's website and social media.

## PEOPLE MANAGEMENT

- Lead a strong and dedicated team in alignment with WWHC's mission, values and policies
- Ensure effective communication and promote a positive, inclusive, supportive and collaborative working team environment
- Support the Committee to develop the role of volunteers in contributing to WWHC's mission

## ENGAGEMENT AND COMMUNICATIONS

- Build and maintain relationships with key stakeholders, including community groups, government agencies, health providers, and other women's organisations
- Represent and promote WWHC to increase awareness and advocacy for women's health and well-being
- Develop and maintain a communications plan that ensures existing and potential supporters are regularly informed of the positive impact of their contributions
- Support the Committee to ensure members are fully engaged and informed of the impact of their contribution to the Collective's success

## RECORDS AND COMPLIANCE

- Ensure accurate record-keeping and compliance with funding, legislative and privacy requirements.
- Manage the Collective's information in accordance with our Information Management Policy and legislative requirements.
- Maintain clear records of grant applications in accordance with the Collective's policy and legislative requirements and ensure all legal reporting requirements are satisfied.
- Manage documentation to support operational and strategic goals.

## KEY RELATIONSHIPS

- WWHC Committee, especially the Chair and Treasurer.
- Staff, student counsellors, and volunteers if applicable.
- Grant agencies and funders.
- Donors and partners.
- Community stakeholders and allied organisations.

## Person specification

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This role operates as part of a team demonstrating enthusiasm for the purpose and values of the Collective. The Manager creates a welcoming and empowering space, supports team members and actively looks for areas of opportunity and growth, especially in areas of financial sustainability.

As a small organisation, this role requires someone who is both strategic and hands-on, comfortable moving between leadership, relationship management, operational delivery and day-to-day administration.

This role would suit someone seeking an opportunity to grow into broader organisational leadership over time. As the Collective grows its sustainability and impact, there is potential for the role to evolve in scope and hours.

## **ESSENTIAL QUALIFICATIONS AND EXPERIENCE**

- Strong management and operational experience, preferably in a not-for-profit setting.
- Experience leading an organisation through a period of growth.
- Minimum of 3-5 years' experience in fundraising and grant applications.
- Experience in developing and managing staff in a collaborative environment.
- Experience in developing and managing budgets and financial processes.
- Proficiency in digital technologies like SharePoint.
- Previous experience of working with and reporting to a governance group.

## **KNOWLEDGE AND COMPETENCIES**

- Demonstrates strong written and verbal communication skills.
- Demonstrates ability to build relationships and negotiate with both internal and external stakeholders.
- Demonstrates ability to support the strategic direction of WWHC while enhancing the Collective's profile and reputation.
- Enthusiastic fundraiser with a track record of successful applications to a range of grants/trusts and developing other avenues for income.
- Excellent time management skills.
- Strong judgement and decision-making skills.
- Have an awareness of the issues women in our community are facing.
- Have an understanding of Te Tiriti O Waitangi and a commitment to practising its principles in the workplace.

## **KNOWLEDGE AND COMPETENCIES**

- Represents WWHC's mission and values.
- Ability to manage a workload with competing priorities and commitments.
- Negotiation skills and problem-solving abilities.
- Communications and social media skills.
- Ability to keep detailed, accurate records.
- Resourcefulness and creative thinking.
- Initiative and the ability to solve problems.
- Resilient and able to remain calm under pressure.

