



General Manager Role Description

Sustainable Queenstown's Vision: To support and empower the Queenstown community to make better decisions when it comes to their sustainable practices every single day. Together we strive to create a more sustainable home for our community to live, work and play.

Contractor role title: General Manager

Purpose of the role:

- To be the driving force behind Sustainable Queenstown - leading with enthusiasm and supporting the team to achieve the charity's long term objectives
- To be the external face of Sustainable Queenstown, leading with passion and professionalism, championing our mission within the Queenstown Lakes community
- To secure funding to sustain and grow our impact projects (Green Drinks, DISHrupt, SUCfree, Resourceful Communities)
- To provide financial oversight and manage performance against KPIs
- Ensure the charity remains on track to achieving its long term Strategic Plan
- To be a critical management layer for contractors

Key tasks & responsibilities include:

Leadership & Team Management

- Manage the contractor team (Communications & Operations Coordinator, Operational Lead, Resourceful Communities Manager), ensuring accountability and alignment with organisational, strategic and fiscal priorities
- Support and oversee contractors in delivering their operational goals across all workstreams; and for Green Drinks, DISHrupt and SUCfree, take direct responsibility for delivering against specific strategic projects within those workstreams
- For Resourceful Communities (RC) and the Queenstown Electrification Accelerator (QEA), work within the terms of the relevant agreements to ensure the team delivers as required
- Foster a collaborative, high-performing team through regular contact meetings, smooth onboarding, performance reviews and contract renewals
- Key interface between the organisation and the board, including two-way reporting

	<p>Financial Oversight & Funding Strategy</p> <ul style="list-style-type: none"> • Work with the treasurer and contractors to monitor financial health, identify gaps, and implement cost-effective solutions. • Manage funding budgets and maintain operational financial forecasts • Lead fundraising, sponsorship and grants process, oversee quality funding applications, and ensure compliance with funding agreements • Develop financial sustainability strategies, exploring new revenue streams and partnerships. <p>Performance Measurement & Impact Reporting</p> <ul style="list-style-type: none"> • Develop and manage a performance dashboard tracking funding criteria • Oversee the preparation of the Annual Impact Report. • Use data and reporting insights to refine future strategies and initiatives. <p>Action Plan Execution & Organisational Development</p> <ul style="list-style-type: none"> • Oversee the implementation of the Annual Action Plan, ensuring alignment with long term strategic objectives. • Develop and manage a performance dashboard tracking Action Plan KPIs, monitoring progress and addressing any challenges to keep projects on track. • Identify opportunities for operational improvements • Work with the board to prepare the Annual Action Plan 	
	Hours and location required	up to 57 hours per month The role requires someone with flexible and dynamic time availability - occasional weekend and evening work may be required to attend community events
	When required	Immediate start
	Length of term	18 months
Pay rate:	\$70 per hour (excl gst)	
Person to whom contractor reports:	SQ Chair Direct Report Trustees - indirect reporting, including specific project work reports	
Persons reporting to this role:	Communications and Operations Coordinator Resourceful Communities Event Manager Operations Lead (Green Drinks, SUCfree, DISHrupt)	



Screening required:	Police	No
	References	Yes
Training required:	Onboarding provided by Chair, workstream specific Trustees, Communications & Operations Coordinator and Treasurer	
Equipment required	The successful applicant will be required to have their own phone, computer, and reliable transport, with the ability to travel throughout the Queenstown area at their own expense.	
Performance measurements:	Ensuring KPIs and Objectives for each event are met or exceeded. Timeline and project milestones are met.	
Ideal person specification:	Knowledge	<ul style="list-style-type: none"> • Strong understanding of sustainability and climate change issues, with a particular focus on community and place-based action • Familiarity with not-for-profit governance, funding models, and operational management • Awareness of Te Tiriti o Waitangi principles and ability to work in a way that honours Te Ao Māori perspectives • Understanding of stakeholder engagement across community, business, local government, and tourism sectors
	Skills	<ul style="list-style-type: none"> • Strategic planning and organisational leadership, including the ability to translate strategy into action. • Strong time management skills, that can perform to deadlines and manage competing priorities with gusto! • Strong financial acumen: budgeting, reporting, and funding accountability. • Fundraising, grant and report writing, and relationship management with funders. • Clear and confident communicator – written, verbal, and public speaking. • Skilled facilitator and collaborator with the ability to inspire and motivate others.



Sustainable Queenstown

	Experience	<ul style="list-style-type: none">• Proven leadership or management experience in the community, sustainability, or related sectors• Track record of working with boards, funders, and community partners• Experience managing people (staff and/or volunteers) and fostering positive, inclusive cultures• Demonstrated success in developing and maintaining partnerships across diverse stakeholders• Experience in growing organisational capability, systems, and processes
	Personal qualities	<ul style="list-style-type: none">• Passionate about sustainability and creating positive change for the Queenstown Lakes community• Collaborative, empathetic, and able to build trusted relationships• Adaptable and pragmatic – comfortable working in a small, hands-on organisation• Innovative and solutions-focused, with a growth mindset• Integrity, resilience, and a strong sense of accountability