

Job Title:	Manager Christchurch
Reports to:	Regional Manager Canterbury
Direct Reports:	Team Leader Education - Christchurch Team Leader Y-Drive (located in Timaru) All Christchurch staff that do not report directly to a Team Leader (due to an absence of that position).
Indirect Reports:	Christchurch Education Tutors Christchurch Y-Drive Driving Instructor(s)
Key Relationships	
Internal:	CEO and Leadership Team YNZ PTE Staff Manager Operations Manager Y-Drive Business Development Tūhonohono ā Hapori Pasifika Community Connector Communications & Marketing Lead Practice Lead Funding Lead All other Y staff
External:	Schools, Tertiary Providers and Training Organisations Employers and Industry Partners Government & Non-Government agencies Local Government Community organisations and iwi partners Funders, stakeholders and referral agencies Young people, clients and whānau
Hours:	37.5 hours p.w.

POSITION PURPOSE

To provide **operational and inspiring management across the Y Christchurch site and the multiple programme and service lines** including Education, Youth, Family and Community Services (including Y-Drive driving provision) in Christchurch. The role is accountable for **leading/coordinating the day-to-day site operations and staff team, representing the Y in the community and strengthening our community impact, reputation, profile and awareness** in Christchurch and surrounding Christchurch City areas, aligned with the Y's vision, mission and values.

KEY RESPONSIBILITIES

1. Stakeholder Engagement & Community Relationships/Partnerships

- Represent the Y in the community (i.e. be the face of the Y in Christchurch and across Christchurch City).
- Build, nurture and maintain quality local and strategic relationships with employers, schools, community organisations, government agencies and other key stakeholders, alongside other Y Christchurch staff members, including team leaders
- Represent and enhance the reputation of the Y locally
- Strengthening local referral pathways and partnerships
- Seek partnership and collaborative working relationships with local stakeholders

- The Manager Christchurch keeps stakeholders informed of updates, arranges visits, and actively seeks new opportunities to strengthen and expand the local network of support available to clients.

2. Site Management & Performance

- Support the Y Christchurch staff team to deliver quality day-to-day operations across all service areas (Education, Driving, Employment Pathways, Youth Development), alongside local Y team leaders
- Ensure locally delivered programmes and services are people and outcome-focused, not operating in isolation
- Drive local performance against KPIs, outcomes, funding targets and meet contractual, regulatory and quality requirements
- Align and compliment programme delivery to community needs and organisational strategy
- Foster a local identity and consistent service quality standards
- Strong community visibility and engagement
- Ensure effective systems, reporting and data-driven decision making, together with accurate and timely reporting to the Regional Manager
- Completes performance/contract reporting and invoicing for approval by the Regional Manager

3. People & Team Culture

- Provide strong site leadership with a focus on developing a diverse, united and inclusive Y Christchurch team
- Build capability across all levels of the Y Christchurch team
- Foster a collaborative, consistent, high-trust and people first approach to mahi that aligns with the Y core values
- Promote, demonstrate, encourage and support the Y Christchurch team commitment to biculturalism
- Professional development, performance appraisal, management and/or disciplinary action of direct reports
- Promote, demonstrate, encourage and support a self-care environment

4. Client Intake, Community Engagement and Transition Pathways

This responsibility requires further organizational-wide development. Initially it is acknowledged that such responsibilities are inconsistent across the organization and across our various areas of mahi. The organization over the next 12 months has agreed to review such processes across the organization to ensure our clients receive the most appropriate service level response. The Manager Christchurch will be responsible for being part of this organizational-wide review and will advise the regional manager of the intake, engagement and pathways gaps and needs identified.

Client intake, community engagement and transition pathways responsibilities across the organisation may or may not include:

- Responsible for welcoming all enquiries and supporting individuals seeking guidance and/or engagement across our local programmes and services
- As the first point of contact, conducts initial assessment screening (direct and indirect) to understand each person's goals, aspirations and barriers/challenges, before referring them to the applicable Y staff member for enrolment, if applicable or referral to an alternative provider better suited to meeting their need.

- Alongside other Y Christchurch staff members, including team leaders, for each person engaged with the Y, ensure ongoing support and a smooth transition pathways plan is created as part of this responsibility

5. Reputation, Profile & Awareness

- Lead local profile building and prioritise opportunities that lift the profile and understanding of the Y locally.
- Enhance the reputation and awareness of the Y locally by supporting local staff to share their stories, increase awareness of who we are and what we do and advocate our capabilities to local stakeholders.
- Work with the Regional Manager and/or Communications & Marketing Lead to develop on clear marketing and communication strategies and plans that positively support the Y's local profile.

6. Embedding Cultural Practice and Protocols

- Lead a commitment to the local delivery of equitable services that recognize the unique aspirations of Māori.
- Champion diversity and inclusion across the local community and uphold our bicultural organisational priorities and areas of focus.
- Embed bicultural tikanga and foundation protocols locally whilst also committing all local staff to bicultural upskilling, knowledge and understanding.
- Work with the Regional Manager and/or Tūhonohono ā Hapori to ensure bicultural capability, capacity and inclusion of Māori in our local service and greater connection with Iwi remains a key deliverable.
- Promote bicultural local practice and inclusive service delivery
- Maintain a collaborative relationship with the Pasifika Community Connector, in support of building Pasifika Community connections.
- Lead and co-ordinate the local Y staff team, to engage in bicultural practices to strengthen capability and awareness.

7. Business Development

- Lead the growth and sustained economic viability of the Y in Christchurch and across Christchurch City.
- Identify and grow new local opportunities across all service lines (e.g. licensing, employment transitions, youth engagement and pathways programmes) and pursue these through to implementation
- Lead innovation in local programme and service design and delivery
- Explore opportunities for local growth and meeting community need
- Develop local connections and explore local partnership opportunities, in conjunction with the Regional Manager

8. Quality, Compliance, Risk & Regulatory Requirements

- Ensure compliance with health & safety, safeguarding & child protection, and privacy requirements to provide safe environments for local staff and participants
- Acts as a Safeguarding and Child Protection Advocate for the local site
- Lead health & safety compliance, including coordinating regular health & safety meetings, completion of health & safety minutes, following up on outstanding matters etc.
- Ensure local regulatory and contract compliance, ensuring risk mitigation strategies and plans are in place and adhered to for the safety and protection of all people engaged with the Y locally

- Work with the Regional Manager and/or Practice Lead to ensure high-quality practice is maintained across local programme and service provision and an environment of self-review, reflection and continuous improvement is part of our local Y culture

9. Philanthropic Funding, Accountability and Reporting & Event Leadership

- Work with the Regional Manager and/or Funding Lead to develop local philanthropic applications that fund local programme and service provision
- Write philanthropic accountability and reports, for submission to the Regional Manager and/or Funding Lead
- Manage operational, logistical and risk management of all locally led events, with direction and support from the Regional Manager, as necessary.
- Supporting and sometimes front-facing organizationally led events (e.g. annual Golf Tournament, biennial Youth Survey Results event), when being held locally.

10. Local Site Conduit and Support for Operations Manager

- Key contact for Operations Manager relating to all Christchurch site operations matters (e.g. completion of building, vehicle and asset checks, repairs and maintenance, petty cash, stationery etc.)
- Ensure the business and physical operations of our Y Christchurch premises, information technology hardware, software and systems, plant and equipment are professionally maintained to a high standard and comply in all respects with health and safety and other regulatory requirements, as well as comply with our own internal policies and procedures.

11. Other

- Other duties/tasks, directed by the Regional Manager

ESSENTIAL FUNCTIONS

- Foster and lead a climate of innovation, creativity and aspiration to support the Y mission, vision, values and strategies and champion and maintain a positive, supportive team culture.
- Represent the Y in the community, through instigation of productive collaborative partnerships and building robust networks/relationships that build a positive reputation and brand of the Y.
- Promote the Y in Christchurch and across Christchurch City to organisations, government and non-government agencies and businesses/employers, identify opportunities or gaps in relevant service areas, which will enhance the visibility and the scope of the Y in Christchurch and across Christchurch City. The Manager Christchurch will work with the Regional Manager to grow our Y Christchurch operations.
- Actively engage in and represent the Y and its' students/participants/clients at community network meetings, forums, working groups, joint projects and other consultative opportunities which align with the Y's strategic plan.
- Lead daily team collaboration for tasks that relate to the smooth running of site operations. This includes, but is not limited to, site meetings, health & safety requirements, end of month checks and general administrative and operational tasks to ensure all procedures are carried out as required. The Manager Christchurch, in times of staff absences and with support from the Regional Manager and staff, is responsible for maintaining service levels/standards.
- Build a positive team culture by initiating a collaborative approach to daily tasks and meeting the needs of our rangatahi, whanau, hapori requirements and stakeholder relationships.

- Have the authority to make decisions, in the absence of the Regional Manager.

DELEGATED AUTHORITY

As Manager Christchurch, the following delegated financial authority applies (i.e., to sign off an order, invoice for payment, incur a cost of behalf of the Y and/or a student/participant etc.) as per table below:

Budgeted Operating Expenditure	Up to \$1k
Unbudgeted Operating Expenditure	Up to \$250

PERSON SPECIFICATION

Skills

- Relationship management and stakeholder engagement
- Strong operational, financial management and administrative capability/skills
- Ability to manage integrated service delivery models
- Demonstrated project management, implementation, risk management and evaluation skills
- Excellent communication and decision-making skills
- Proficient interpersonal, influencing and negotiation skills.

Experience

- A minimum of five years management experience in a social sector or related role
- An overall professional and experienced manager, who can multi-task, harness the collective strength of a multi-faceted staff team, “do what is right”
- Experience in any of the following areas:
 - Education or training
 - Employment pathways or recruitment
 - Youth development
 - Driving/licensing programmes
- Proven experience managing staff teams
- Strength in building a high performing staff team culture
- Experience in business development and growth and can convert community relationships into business development opportunities.

Attributes

- Visionary and adaptable manager
- Highly effective communicator both written and verbally.
- Strong commitment to youth and adult outcomes and community impact
- Collaborative and relationship-focused
- High initiative and accountability
- Resilient and able to manage complexity
- A commitment to the Treaty of Waitangi and applies tikanga in relevant work settings
- A commitment to positive youth development
- Confident, resourceful, optimistic and ready to meet any challenge
- Strong on common sense, resiliency, a sense of humor and able to use initiative
- Holder of a Full Car License

ACCEPTED BY:

?, Manager Christchurch

APPROVED BY:

Diane Schenkel, Regional Manager Canterbury

DATE:
