

OPERATIONS MANAGER

Lightfoot Initiative – Queenstown Lakes District

OUR PURPOSE

The Lightfoot Initiative Charitable Trust (Lightfoot) exists to benefit communities within the Queenstown Lakes District by supporting the development and use of safer, healthier, and more sustainable transport networks that encourage widespread mode shift and greater community connection.

OUR VALUES

Equity	Kaitiakitanga	Global Responsibility	Community	Cumulative Action
Everyone should be able to access active travel options	Kaitiaki of this district should ensure it is healthy for future generations	Local actions protect the global environment	Connected people live, work & play better together	Many small steps create big change

OUR MISSION

- Increase the number of people choosing active travel modes in the District through community initiatives and education programmes;
- Reduce the number of vehicle movements on roads in the District by promoting active travel as an attractive, affordable and climate sensitive transport option;
- Analyse, contribute to, and support the development of, planning documentation and legislation to improve the safety and accessibility of active travel networks and modes;
- Collect, evaluate and apply research, data and community voice to improve the quality of existing and future transport networks;
- Create and develop cohesive partnerships between and across local and national stakeholders to explore and respond to the ongoing challenges and opportunities presented by the District's need for mode shift.

OVERVIEW

The Lightfoot Initiative Charitable Trust has grown rapidly, with a strong foundation laid by the Board of Trustees and current Chief Executive. Our work is structured around four pillars: Connect, Engage, Lead, and Grow, guiding our initiatives and ensuring they are evidence-based and co-constructed with stakeholders.

This role provides leadership in all aspects of the company's operations and will support the Chief Executive to help achieve Lightfoot's vision. The Operations Manager will provide an essential link between the Board of Trustees and Chief Executive, and the Lightfoot team to ensure we're efficiently delivering our work programme to a high standard and fulfilling our obligations to the community and our funding partners.

REPORTS TO

Chief Executive and Board Chair

DIRECT REPORTS

Events Coordinator, OneBike Lead, Oversees engagement with Contractors and Volunteers

EMPLOYMENT BASIS

Fixed-term, part-time contract | 20 hours per week

KEY OBJECTIVES

- Oversee the day-to-day delivery of Lightfoot's programme of work;
- Provide oversight, delivery and review of Lightfoot's programme of work to achieve the Lightfoot Initiative strategic plan and inform future direction and development;
- Provide inclusive, communicative leadership to ensure employees, contractors and volunteers understand and work in line with our policies, standard operating procedures and systems;
- Work with the Chief Executive to update, plan and implement new and existing programmes of work, standard operating procedures and systems that align with the Lightfoot Initiative's strategic plan and vision;
- Contribute to the development of budgets and ensure work streams and projects are delivered on track and within budget;
- Support the Chief Executive in the recruitment and training of employees, contractors, workers and volunteers;
- Ensure that the Chief Executive and other key stakeholders receive advice, recommendations, reports and information in an effective, thorough and timely manner;
- Identify areas for continual improvement, performance and growth, implementing opportunities to improve the efficiency and effectiveness of the charity's operations;
- Identify and manage potential risks to the business and propose ways to mitigate these;
- As a leader, ensure the health and safety policy is communicated and adhered to by all workers and volunteers of the Lightfoot Initiative.

Management and Leadership (45%)

- Line manage employees and oversee management of contractors and volunteers at Lightfoot Initiative and ensure it is a well-run organisation where all feel valued and able to work effectively;
- Inspire and support the team in meeting key performance indicators and project delivery, ensuring they understand how their contribution is vital to achieving our wider strategic aims;
- Further develop and communicate policies and processes that support communities to work effectively to achieve change;
- Identify and embrace opportunities to grow our volunteer base;
- Ensure there are clear lines of accountability and responsibility across the team which foster and maintain effective working relationships for the organisation;
- Schedule and allocate our people resources efficiently, ensuring all workers receive an induction and training that sets them and Lightfoot Initiative up for success;
- Undertake all people processes in a timely and thorough manner, eg performance reviews, recruitment, disciplinary discussions, training, timesheets, etc;
- Ensure meetings are held with relevant parties as needed to promote effective communication and provide an opportunity for growth and learning.

Finance, Legal and Reporting (20%)

- Provide the Chief Executive with informative and timely reporting on business objectives to enable effective decision-making;
- Adhere to the approved budget ensuring sound financial management of resources and timelines to achieve Lightfoot Initiative's plans within scope and budget;
- Assist with the preparation of various financial reports and documents;
- Demonstrate responsible asset management practices, providing advice to the Chief Executive/Board;
- Work alongside and support the Chief Executive to ensure all financial and legal compliance requirements are met;
- Work with the team to identify risks and take appropriate steps to manage those that could impact significantly on the Lightfoot Initiative;
- Monitor work to ensure that professional standards are met, taking appropriate corrective action if needed.

Communication and Representation (20%)

- Deliver the Lightfoot Initiative message and encourage collaboration with communities and Lightfoot Initiative supporters, supporting them to make the change to sustainable modes of transport;
- Engage consistently with tangata whenua and ethnic communities to ensure the Lightfoot vision, strategic plan and work programme is inclusive, designed to achieve equitable outcomes for Māori and all stakeholders, and is without cultural bias;
- Oversee campaigns and communications ensuring they embody the Lightfoot Initiative vision and values, and raise our presence and profile in an engaging way;
- Act as an ambassador for Lightfoot Initiative and provide support at Lightfoot events and courses when needed;
- Ensure regular, effective and engaging communication with our strategic partners and target groups.

Sustainability (5%)

- Ensure operations and projects align with the charity's broader sustainability goals;
- Be mindful that events and campaigns are planned with sustainability in mind;
- Include commitment to sustainability as a consideration in selection of contractors and suppliers;
- Support and promote sustainable purchasing practices.

Fundraising (5%)

- Support the Lightfoot Initiative fundraising strategy;
- Identify potential fundraising opportunities and partnerships to the Chief Executive;
- Ensure fundraising events are fully embraced and maximised by the team and community.

Health and Safety (5%)

- Protect the health and safety of all workers, volunteers and clients and have an understanding of health and safety management relative to their position;
- Identify and communicate hazards, work instructions and risk/hazard control measures;
- Review the hazard and risk management process with direct reports;
- Ensure all employees and volunteers have appropriate training or supervision to enable them to perform their role in a safe and healthy manner;
- Investigate, report and record all incidents involving workers, volunteers and clients in a timely and accurate manner;
- Support all workers and volunteers to perform their health and safety functions;
- Lead health and safety audits and reviews;

Health and Safety (5%)

- Communicate health and safety information to workers and volunteers and support their participation;
- Ensure contractors are competent and work in a safe and healthy manner;
- Develop and support employee rehabilitation plans;
- Proactively communicate with the Chief Executive on Health and Safety matters.

PERSON PROFILE

- Commitment to, and advocacy of, the aims and ethos of Lightfoot Initiative and a desire to bring about positive change in how we use transport;
- Previous experience in operational delivery, preferably at a senior level.
- Good leadership skills and the ability to enthuse, motivate and develop a small, diverse team to deliver results;
- Organisational skills and a high level of computer literacy;
- Able to assist with financial management requirements and budget development;
- Able to work unsupervised and deliver work plans within agreed timeframes and budgets;
- Excellent all round communication skills and relationship management abilities;
- High level cultural competence and the ability to work effectively with a diverse range of people;
- Personal drive, energy, integrity, adaptability and responsibility.

KEY RELATIONSHIPS

Internal	Chief Executive, Board of trustees, Staff, Contractors and volunteers
External	Senior leaders of external organisations, guests, suppliers, contractors, clients

AUTHORITIES

Financial	• Budgeted operating expenditure as per Lightfoot's Delegated Authority • No unbudgeted operating expenditure without prior approval • No unbudgeted capital or project expenditure without prior approval
Contracts	No authority to enter, vary, or sign contracts
Staff	Management of staff performance

NOTE

This position description may be updated to reflect changes in the work environment or organisational needs. All duties must be carried out in accordance with Lightfoot Initiative's governing documents and applicable New Zealand legislation.