Job Description –Operations Manager/Kaiwhakahaere Rauemi

Nau mai ki Ara Taiohi, the peak body of youth development in Aotearoa.
We are a guiding force for those who work with young people.

TŪRUAPŌ
He taiao whakapūmau whakawhanake taiohi,
e pūāwai mai ai a rangatahi

VISION
An empowered ecosystem of youth development, where rangatahi thrive.

WHAKATAKANGA
Ka noho a Ara Taiohi hei kawau mārō i te mahi whakawhanake taiohi, i te hunga taiohi hoki, hei waha kōrero mō rātou e taunaki nei i te rangatahi ā ka poipoia hoki ō rātou raukaha me ō rātou āheinga.

MISSION
Ara Taiohi exists to champion youth development and young people, advocating for those who work with rangatahi, and nurturing their capacity and capability.

OUR VALUES

Pursue Mana Taurite (Equity and Inclusivity)

We envision a world where every voice is heard, every culture is celebrated, and every young person has an equal chance to shine. Ara Taiohi is dedicated to fostering equity, ensuring that every young person receives the opportunity and support to thrive. We champion fairness and actively work to resolve systemic issues, creating an inclusive environment where rangatahi potential is recognised and nurtured.

Uphold Kaitiakitanga (Guardianship)

As guardians of youth development, we nurture the sector with best practices and innovative solutions. Guided by kaitiakitanga, we are stewards of the futures of both our youth and our sector, caring for their well-being and development with respect and responsibility. We pledge to protect, preserve, and enhance the resources and potential of our rangatahi, ensuring a legacy of empowerment and growth for generations to come.

Practise Manaakitanga (Care and Respect)

Our approach is grounded in aroha, care, and respect for all. Whether collaborating with youth workers or advocating for change, we lead with kindness and generosity. Manaakitanga is our commitment to nurturing and uplifting the mana of everyone we interact with. It is about fostering an environment of respect, generosity, and support, ensuring that every interaction acknowledges and empowers the inherent dignity and potential within each person.

Weave Kotahitanga (Unity)

Like the intertwined threads of woven harakeke, we bring people together, uniting our strengths to support the collective well-being of our rangatahi. Ara Taiohi champions unity and collective action, weaving together diverse voices and strengths to create a harmonious and supportive environment. Our commitment to collaboration and shared purpose ensures that together, we build a stronger, more inclusive community

For more information about Ara Taiohi, please go to www.arataiohi.org.nz

Job Description –Operations Manager/Kaiwhakahaere Rauemi

Purpose: To manage and develop Ara Taiohi operations, enabling the kaupapa, mission, purposes and goals to be realised.
Responsible to: CEO
Location: Pōneke Wellington
Hours per week: 24-32 hours (0.6-0.8 FTE)
Salary range: $80,000-$85,000 FTE equivalent commensurate with experience

Position Summary
The Operation Manager/ Kaiwhakahaere Rauemi reports directly to the CEO and is responsible for developing and maintaining great systems to support Ara Taiohi work to connect the sector, raise the standards, champion youth development and promote sustainability. This position holds responsibilities for the health of the organisation, its people, and the workstreams it delivers.
This is a role for an executer and strategist with excellent weaving and interpersonal skills.

Key Relationships
Internal: Ara Taiohi CEO, Pou Arataki, Advocacy and Communications Lead, Korowai Tupu Coordinator, Team Administrator, Events Lead, other staff, contractors, and volunteers, Board and Rōpū
Shared office: team at VOYCE – Whakarongo Mai
External: Members of Ara Taiohi, others in the youth sector, Government, funders and general public

Person specification

Essential criteria

- Tertiary qualification or equivalent management and systems experience
- 3-4 years' experience in systems development or operations roles
- Excellent listening and interpersonal skills
- Ability to work relationally, strategically and lead change
- Detail orientated, with an emphasis on quality
- Ability to write for a variety of audiences
- Ability to set and meet deadlines and prioritise tasks
- The ability to build and maintain relationships with stakeholder groups
- Interest in and commitment to young people and the sector that works with them
- An understanding of the responsibilities of working for a Tiriti-based organisation
- Ability to use initiative, work independently and collegially within a team environment
- Experience or understanding of working in not for profit or small-medium business world
- Experience in managing staff/volunteers

Desirable criteria

- business development experience and skill
- Understanding of, and experience working with people and organisations across multiple sectors and cultures
- Ability to pass all background clearances
- Ability to work flexible hours, evenings/weekends as needed and required

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Essential Duties and Responsibilities

Te Tiriti o Waitangi:

- Ensure operational practices reflect the values and Tiriti commitments of Ara Taiohi
- Support the implementation of culturally responsive and equitable organisational processes
- Identify barriers to equitable access and participation within organisational systems
- Work alongside kaimahi to ensure systems and processes uphold tikanga and kawa

Operations

- Set yearly and monthly team work rhythms
- Manage and care for operations and administrative team members, including oversight of tasks, professional development support and guiding performance
- Ensure individual staff work programmes are enabled by the organisation
- Support the implementation of organisational strategy through effective operational systems and processes.
- Identify operational barriers and provide recommendations to SLT

HR

- Organise recruitment processes and inform recruitment decisions
- induct staff and contractors as required to achieve the strategic objectives of the organisation with direction from the SLT
- Lead exiting of direct reports and support exiting process of all other staff
- Support all paid staff, contractors, volunteers and interns
- Support the SLTwith employee wellbeing
- Ensure a safe and healthy work environment
- Maintain accurate and confidential employment records.
- Coordinate performance review processes across the organisation.
- Ensure HR processes are consistent with employment legislation and organisational policies.

Systems development and management

- Oversee financial, membership, HR, document management, policy, reporting (including monitoring and evaluation), and IT and data management systems (including CRM)
- Review, update and overhaul systems and processes where they are no longer fit for purpose
- Maintain all policies and procedures
- Work with staff to manage these systems

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Operational management

- Oversee financial systems and liaise with accountant
- Manage the annual audit process, charities and incorporated societies registration, and other business requirements
- Manage accounts and subscriptions
- Direct logistics for in-person Board and Rōpū meetings, team days, and AGMs

Funding

- Develop and manage funding calendar and plan including a central register of funding agreements, and reporting requirements
- Monitor contractual milestones, deliverables, and deadlines
- Lead the writing of all funding applications and reports
- Support relationships with funders
- Strategic support to the CEO as needed
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General

- Adhoc project administration including setting timeframes, monitoring deliverables and overseeing logistics
- Support the Operations team and other Ara Taiohi administrators as required.
- Engage with and attend team activities and kōrero to ensure a cohesive organisation and culture.