



NEW ZEALAND
RED CROSS
RIPEKA WHEREO AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people by
mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: **First Aid Training Team Leader**
Group: **Engagement and Enterprise**
Location: **Wellington**
Reports to: **Manager Training South**
Position status: **Full-time**
Version date: **July 2025**

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Engagement and Enterprise

The Engagement and Enterprise Group has four core functions. The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as raising public awareness. The Philanthropy directorate supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities. The First Aid directorate is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products. The Retail directorate is responsible for the creation of revenue through the sale of donated products through about 50 Red Cross shops across the country.

POSITION PURPOSE

Reporting directly to the Manager Training (Region), the role is a mentor and leader of a team of instructors within the region. The purpose of the role is to ensure that instructors are competent and capable of delivering courses, and to support the Manager Training in the region in allocating/scheduling work to cover all scheduled courses. It will liaise closely with the Manager Training in the region to maintain an effective pool of qualified instructors to meet demand.

The First Aid Training Team Leader will ensure that our clients enjoy a quality training experience, by supporting the training team with professional development, maintaining standards and compliance with all policies; and supporting the Manager Training in designing rosters and schedules for the efficient operations in utilising instructors and meeting course demand.

The person in the role will also be a fully competent first aid trainer and be available to teach courses regularly and when required. They may also be required from time to time to represent New Zealand Red Cross as a technically professional person that can communicate effectively regarding first aid training matters, first aid products and AEDs.

KEY RESPONSIBILITIES

Operations

- Ensure all Instructors within your team are qualified to teach at the appropriate level and meet all requirements for ongoing professional development and continued certification as an instructor.
- Mentor Instructors to support them in best practice and regular improvement and to ensure that we provide an enjoyable, innovative and effective training environment.
- Work closely with the Education, Standards and Performance Team for Instructor support, assessments, moderation and educational standards.
- Deliver first aid training (within the area specified and the national framework) including planning, delivery, quality management, logistics and evaluation.
- Meet the minimum requirements of being a Level 2 First Aid Instructor, and/or where required, qualified as a Level 3 Instructor (Reference – First aid Instructor Position Description).
- Support the Manager Training and National Manager Training Operations with specific projects and tasks from time to time.
- Keep the Manager Training informed of any issues that may affect the ongoing performance of each instructor and provide support and assistance where appropriate.

- Assist other areas with instructor availability if required and support other areas should they seek your support.
- Support the Manager Training in your region in rostering of Instructors for all courses within your regional area of responsibility

Compliance

- Ensure that all requested and individual training is completed in a timely manner.
- Ensure you and all staff comply with Red Cross Total Quality Management System (TQMS), operational guidelines and policies & procedures.

People management

- Foster a people-first culture. Lead, inspire and actively support your team to ensure cooperative working relationships through ongoing coaching, communication and early intervention on people related issues.
- Support the recruitment of new instructors as requested by your manager.
- Support the Manager Training in your region in the development of direct staff including induction, training, certification and compliance.
- Supervise the quarterly performance reviews for Instructors in your team to develop and maintain performance of teams and individuals.
- Hold regular team meetings.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect your health, safety, and well-being (HSW) or that of others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

First Aid Management Team
Education, Standards and Performance Team
Customer Support teams

External

Potential volunteers (groups and individuals)

EMPLOYEES

Direct

4-10 depending on region

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Knowledge in either or both:
 - – a training, education or other similarly related context
 - – a background in first aid or experience in the health or emergency services sector
- A basic understanding of how not for profit and/or volunteer organisations function
- Empathy with humanitarian causes
- An understanding and respect towards people from other nations, cultures and a commitment to respecting diversity

Qualifications and/or experience

- Experience in delivery of first aid or first responder environment is an advantage
- Qualified as a Level 2 first aid Instructor (minimum requirement)
- Experience in leading a team is required

Skills and other attributes

- Proven human resource management skills, including the ability to influence and manage through strong leadership skills, coaching, training and development
- Conversant with educational technologies and best practice in teaching is desirable.
- Superior communication (written and oral) and effective interpersonal skills
- Ability to exercise initiative with discretion and judgement, and apply risk management controls as needed
- Proven ability to operate autonomously and as part of a larger team
- A well-organised approach and commitment to quality training
- Highly effective communication skills. The ability to speak a second language is beneficial
- An ability to build and maintain positive effective working relationships at all levels of an organisation
- The ability to motivate and assist others and be a reliable and effective team member
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Tier 5

Employment: Tier 4

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.