



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: IT Project Manager
Group: Organisational Services
Location: Wellington
Reports to: Digital Transformation Programme Manager
Position status: Fixed Term - 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

Organisational Services

The Organisational Services Group provides the infrastructure and support to enable New Zealand Red Cross to function efficiently. This includes oversight of Finance and Reporting, Risk, Legal, Property, Vehicles, Procurement, Security and Information Technology.

POSITION SUMMARY

The IT team are embarking on the implementation of the Digital Transformation Programme (DTP) at New Zealand Red Cross (NZRC). This role will be a key part of ensuring we deliver the IT services that align with NZRC's strategy and mission.

The Project Manager is responsible for planning and leading multiple projects of varying size and complexity. Their focus will be successful delivery and ensuring impactful outcomes for each project in their portfolio, delivering in scope, and within budget and timeframes. The Project Manager will build strong delivery focused partnerships with internal customers, IT colleagues and third-party suppliers focussed on delivery and outcomes. The Project Manager will also be responsible for vendor management, project planning, resource allocation, monitoring and reporting, risk and issues management, and communication. When problems arise, they proactively and collaboratively get stuck in to help resolve the issues, manage the risks and keep the project on track.

The role will be involved in working with Business Owners, and Project Executives/Senior Responsible Owners to deliver positive IT outcomes for our organisation. The Project Manager will also work with the wider IT team to deliver these initiatives.

KEY RESPONSIBILITIES

- Ensures assigned projects are well defined and agreed at the outset, with clear scope, roles and responsibilities, goals, budget, resourcing, stakeholders and deliverables.
- Plans, leads and manages assigned projects using appropriate project methodologies and documentation for the size and complexity of the initiative.
- Proactively manages the project on a day-to-day basis in partnership the Project Owners/Leads, ensuring delivery to plan, budget and quality criteria.
- Proactively ensures that project risks, issues and dependencies are identified, analysed, communicated and resolved. Works with project team and stakeholders to understand the impact of risks, issues and problems and proactively leads problem solving utilising their own and others expertise and experience.
- Escalates issues and risks in a timely and appropriate manner.
- Ensures there is a robust and positive working relationship between the Business Owner, Project Leads, Project Board members and the Project Members to enable key decisions to be made and risks and issues to identified and resolved.

- Identifies key stakeholders, assess their needs and ensures appropriate action is undertaken to effectively manage stakeholder's requirements, engagement and expectations.
- Completes all required project reporting in line with size and scale of the project. Monitors and reports progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures.
- Proactively defines and manage the series and sequence of activities to bring all project team members to the required level of commitment, prior to kick off and throughout, consistently and proactively planning for a successful go-live throughout the life of the project.
- Ensures Project Team conformance to the agreed methodology, providing training and coaching as required. Including:
 - All required documentation is completed within prescribed timelines and filed in the NZRC's document management system.
 - Projects conform to the agreed methodologies and standards for project artefacts, have agreed performance expectations with project staff and monitors and reports on the performance of projects within their area of responsibility.
 - Required financial information is maintained and entered into the NZRC's Financial Systems correctly and kept up to date.
- Proactively mentors junior project managers and IT team members, helping grow their knowledge, expertise and project management skills. Foster a culture of mutual support, continuous learning and professional development within the team.
- Carry out additional activities as required.
- Champion ICT Team Culture: Promote a positive and collaborative ICT team culture and reputation. Build and maintain effective relationships with stakeholders and vendors, ensuring open communication and strong partnerships.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or 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

New Zealand Red Cross employees

New Zealand Red Cross Project Sponsors

External

Contractors/Vendors

External Service Suppliers

EMPLOYEES REPORTING TO THIS ROLE

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Ability to build and maintain strong relationships across a diverse group of people.
- Ability to hold a tight line to prevent scope creep, and to deliver to deadlines.
- Good financial management skills and knowledge of contracts and commercial arrangements.
- Good understanding of governance of project management, project management methodologies and tools.
- Has undertaken Project reviews with experience in assessing and addressing troubled projects.
- Proven experience leading, managing, both internal and external resources to achieve outcomes.
- Excellent business communications skills including verbal and written with a diverse audience (internal and external).
- Able to work under pressure and meet deadlines.
- Able to demonstrate a high degree of flexibility including out of hours working. Proven experience in IT transformation and program management.
- Ability to manage multiple projects simultaneously.
- Experience in the non-profit/for-purpose sector is a plus.

Qualifications and/or experience

- Relevant tertiary qualification, professional membership and/or experience in IT/ Business or in related field.
- Minimum of 5 years' experience in a similar role and business environment.
- Demonstrable experience in managing third parties and third-party delivered services.
- Knowledge and experience in end-to-end project delivery, including traditional software development life cycle, agile delivery methodologies, or hybrid approaches.
- Experience in a variety of IT roles.
- Experience working with or mentoring junior team members.
- Demonstrable experience working individually and managing delivery to deadlines, as well as part of, and leading, a team.
- Experience working on multiple projects in parallel.
- Proven ability to prioritise work demands to align with the continuously changing environment.

Skills and other attributes

- Confidence in working directly with stakeholders, and an aptitude for gaining a thorough understanding of their vision.

- Demonstrated ability to build and maintain relationships with key stakeholders, including strengths in influencing, conflict management and negotiation.
- Be adept at managing priorities and expectations, thriving in complexity, championing impacts and outcomes whilst retaining flexibility in the face of change.
- Be both a self-starter and proactive life-long learner.
- Proven business communications skills including verbal and written with a diverse audience (internal and external).
- Demonstrable customer facing/customer service skill.
- Able to work under pressure and meet deadlines.
- Ability to travel domestically and overnight stay, if required.
- Empathy with humanitarian causes.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.
- A commitment to the Fundamental Principles of the International Red Cross Movement is imperative.

TRAVEL

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

DRIVER LICENCE

A current car driver licence is not required for this role.

DELEGATIONS

Financial: Nil

Employment: Nil

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.