



NEW ZEALAND
RED CROSS
RIPEKA WHERE 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](https://www.redcross.org.nz) Job.

Job Title: Kaiwhakahaere Kaupapa | Programme Manager – Te Ao Māori Programme

Group: Office of the Secretary General

Location: Wellington, Red Cross House

Reports to: Pou Ārahi Māori

Position status: Full time | Fixed term

Version date: September 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

NZRC is working towards understanding our commitment to Te Tiriti o Waitangi principles. NZRC 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.



A PART OF THE INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT – NEW ZEALAND RED CROSS INCORPORATED

POSITION PURPOSE

The Kaiwhakahaere Kaupapa | Programme Manager is responsible for demonstrably raising the cultural capability of the New Zealand Red Cross so that it can improve its engagement with Māori across Aotearoa New Zealand. They will play a vital role in driving strategic commitments outlined in Realising 2030, working in partnership with the Pou Ārahi Māori, Te Kōkōta – Directors Plus group, and key internal and external stakeholders, to inform and embed organisational change.

The Kaiwhakahaere Kaupapa role reports to the Pou Ārahi Māori. To enable the delivery of programme objectives, they will be supported by the Project Management Office to meet programme management, administration, and logistical requirements.

KEY RESPONSIBILITIES

Delivering and Embedding He Pito Mata (Te Ao Māori Programme)

- Lead the development, design, and implementation of He Pito Mata (Te Ao Māori Programme) across the organisation. The delivery will incorporate strong, meaningful tikanga Māori and engagement.
- Ensure strategic objectives, priorities and business plans are in alignment with programme priorities and objectives.
- Manage the programme budget within defined parameters and ensuring efficient and effective use of financial resources.
- Ensure the programme has the right structure, resources, tools as well as financial, human, technical and service delivery capabilities to perform its range of functions to a high standard.
- Effectively identify and manage risk to the delivery of the programme's services and functions
- Design, build, and manage frameworks, and internal processes to create alignment and shared understanding of New Zealand Red Cross-Cultural ambitions.
- Develop guidance to enhance recruitment and people processes that support the uplift and retention of Māori employees, members, and volunteers.
- Work with the Communications and Engagement team to develop key messages that reflect the organisation's strategic vision in relation to our Te Ao Māori Programme.
- Manage partnerships with key internal stakeholders and leadership to develop KPIs and reporting processes.

Capability building

- Work with People, Experience and Support to develop the organisation's cultural capability framework.
- Lead the development of resources that promote the inclusion of te reo and tikanga Māori across the organisation.
- Promote initiatives and learning opportunities that build cultural capability across leadership teams within the organisation.
- Support the monitoring and evaluation of Aronui training and other cultural and training initiatives.
- Provide advice and guidance to learning and development facilitators, to ensure what we teach is aligned with the direction of our Te Ao Māori Programme.
- Work in collaboration with the People Experience and Support group to improve equity, diversity and inclusion for Māori working and volunteering with New Zealand Red Cross.
- Work in partnership with key internal stakeholders to increase their understanding of what it means for New Zealand Red Cross to work in a way that aligns with te Tiriti o Waitangi, and how to embed that across the organisation.

Supporting the Pou Ārahi Māori

- Support the Pou Ārahi Māori in establishing, managing, and maintaining a network of Māori contacts for the purpose of developing meaningful relationships with iwi and Māori organisations and service providers across Aotearoa New Zealand.
- Support the Pou Ārahi Māori in the development of cultural policies and programmes that underpin the framework, including cultural and language initiatives.

KEY ACCOUNTABILITIES

Functional leadership

- Drive continuous improvement through the review, development, and implementation of integrated and fit for purpose people policies, processes, and systems.
- Support delivery of an aligned New Zealand Red Cross presence regionally and locally, including through service hubs/centres.
- **Organisational leadership**
- Support high performing teams through advice and setting a clear direction for Te Ao Māori Programme.
- Contribute to strategic direction setting, financial sustainability and performance monitoring of the organisation against the strategy and operational goals.
- Model Red Cross values and desired workforce culture.
- Foster a culture of inclusivity, professional pride, service delivery and customer focus.

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

- Pou Ārahi Māori
- Te Kōkota - Directors Plus
- NZRC staff, members and volunteers
- People Experience and Support
- Te Rōpū Hāpai
- Te Ao Māori Programme Steering Group

External

- Cultural Capability Suppliers

STAFF

Direct - TBC

Indirect - Nil

PERSON SPECIFICATION

Critical success criteria

- Record of achievement in a collective and collaborative leadership environment with an ability to challenge thinking and represent and articulate ideas.
- Knowledge and demonstrated experience in dealing with the application of Te Tiriti o Waitangi in an organisational and community capacity.
- Previous hands-on experience working with Māori communities and driving cultural capability uptake activities including strategy development and implementation, operations, organisational development, change and analysis.
- Ability to make the connection between strategic decisions and initiatives at the organisational level to determine the impact of those on the front-line workforce and the people strategies needed to support these.
- Understanding of strategic and operational workforce capacity and capability planning, with experience in an environment that has a significant volunteer component.
- Transformational and authentic leadership qualities with proven ability to lead and inspire others in an environment of change within complex organisations.
- Intuitive and refined communication skills and ability to build trusted and influential relationships at all levels.
- Experience in working with senior leaders in a large complex organisation is highly desirable.
- Learning and development capability is desirable.

Qualifications and/or experience

- Tertiary level qualification in Project Management or similar.
- At least 4 years of experience in project/programme management or a related field.
- Working knowledge and understanding of Te Tiriti o Waitangi.
- Strong experience managing multiple stakeholder relationships is required.
- Experience in implementing complex programmes across large organisations is required.
- Experience developing and driving cultural capability strategies and/or programmes is desirable.
- Experience working with Te Tiriti o Waitangi/Treaty of Waitangi policy is desirable.

Skills and other attributes

- Basic level of te reo Māori.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross

TRAVEL

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

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

People: 4

Financial: 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.