



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: **Manager, Governance**
Group: **Office of the Secretary General**
Location: **Wellington**
Reports to: **Executive Director, Office of the Secretary General**
Position status: **Full-time**
Version date: **March 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

Office of the Secretary General

The Office of the Secretary General (OSG) works closely with the Secretary General to ensure that strategic priorities are managed and activities across Groups are coordinated to enhance organisational performance. The OSG also supports governance, including through support for the National President and New Zealand Red Cross Board. The Office also provides advice on International Humanitarian Law (IHL) and related policy matters.

KEY RESPONSIBILITIES

Managing governance processes for the National Board and National Council

- Provide governance and secretariat support for National Council and National Board.
- Lead the coordination and administration of National Board and Committee meetings, including agenda setting, accurate minute-taking and tracking National Board and National Council papers
 - Oversight of Management Support Team to deliver the logistical arrangements and Secretariat support required for meetings
 - Oversee production of accurate meeting minutes and other record-keeping required
- Ensure information and papers are recorded and distributed in accordance with the requirements within the New Zealand Red Cross Constitution and Regulations, other relevant legislation, and good governance practices.
- Oversee and lead the logistics and planning for the annual National Council event, including the official components for the Annual General Meeting.
- Lead the arrangements for the induction programme for National Board members and be a key contributor to the induction programme.
- Work with other Groups as required to support National Board processes when necessary (e.g. annual Honours and Awards process, election processes for National Board members)
- Support communication between the National President and the Secretary General, and other members of the National Board when required
- Provide Secretariat support for National Board/ELT regular governance meetings with Area Chairs.

Lead the Management Support Team

- Lead the team of Management Support employees to provide administrative support to the National President, Secretary General and respective General Managers.
- Liaise with the National President, Secretary General and General Managers to ensure they are getting the management support they require.
- Manage the overall performance of the Management Support employees and undertake the usual management functions of overseeing training, development and performance appraisal.
- Provide event management and logistics support for New Zealand Red Cross high profile events at (for example events co-hosted with Ministers at Parliament).

Managing Secretariat support for the Executive Leadership Team and Senior Leaders cohort

- Provide management and secretariat support for the ELT and Directors Plus cohort.
- Organise Executive Leadership Team and related meetings, produce timely and accurate minutes, key messages and action lists, ensuring contributors are aware of what is required and timeframes, delegating to members of the Management Support team to coordinate.
- Develop and maintain the Executive Leadership Team forward meeting plan and action tracking system.
- Support ELT Away Days (logistics, development of the programme), working with Executive Director, OSG.
- Support Senior Leader Hui (ELT and Directors Plus grouping) with logistics and programme development, working with Executive Director OSG.

Coordinate and maintain organisational statutes (Constitution and Regulations) and policies library

- Act as a point of reference and contact on the Constitution and Regulations with the Management Support OSG.
- Coordinate updates of the statutes as required (Regulations annually /as needed; Constitution every three years in accordance with the Incorporated Societies Act 2022)
- Coordinate registration of the society under the ISA
- Work with the Project Management Office in OSG to maintain awareness of domestic legislation with implications for New Zealand Red Cross
- Oversee the team of Management Support employees to maintain the internal policies library for the organisation

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

National President – Board Chair
Secretary General
National Board members
Committee Chairs
National Council attendees
Area Chairs
Executive Leadership Team
Office of the Secretary General team
Management Support employees

External

Third-party providers and stakeholders

Senior leaders cohort
Other New Zealand Red Cross employees

EMPLOYEES

Direct
4

Indirect
Nil

PERSON SPECIFICATION

Knowledge

- Strong understanding of issues in a membership/volunteer based organisation.

Qualifications and/or experience

- Tertiary qualification or similar.
- A minimum of 5 years providing support at an executive level or working with executives and/or boards.
- Experience in developing governance processes and capabilities.
- Experience managing a team.
- Experience in membership and/or volunteer-based organisations.
- Event management experience.
- Project management experience.

Skills and other attributes

- Expert written and verbal communication skills with strong relationship management.
- High attention to detail.
- Demonstrated success developing and improving administrative systems.
- A high level of initiative, with the ability to make recommendations and connect with the right people to make it happen.
- Advanced knowledge in IT with excellent skills in the Microsoft suite of applications, particularly MS Teams, SharePoint, Word, Excel and PowerPoint.
- A self-starter, with the ability to work independently and with little direction. A high degree of professional integrity and credibility, particularly for maintaining confidentiality.
- Sound professional judgement and decision-making skills with the ability to understand the political and cultural contexts within an organisation.
- Good emotional intelligence and ability to work well and get results alongside a wide variety of colleagues.
- A skilled planner who can identify priorities, support the delivery of project milestones and manage competing demands for time.
- Effective and professional in relating to external parties.
- Proactive, planned, efficient, methodical and resourceful approach to achieve agreed outcomes within expected timeframes.
- Can be flexible in adapting own priorities to meet changed plans.
- Able to tactfully and proactively organise others.

- Able to handle high-pressure periods, prioritise effectively and seek assistance if required.
- Understands and acts appropriately in sensitive situations.
- Monitors own performance and acts to ensure relevant parties are fully briefed on expected outcomes.
- 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 TBA

Employment: Tier TBA

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.