



NEW ZEALAND
RED CROSS
RIPEKA WHERO 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:	Manager Migration Employment
Group:	Migration
Location:	A Pathways to Employment location
Reports to:	Director Migration Employment
Position status:	Full-time
Version date:	22 September 2023

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

Migration

The Migration Group provides community refugee settlement programmes in Aotearoa New Zealand, supporting and empowering new Kiwis as they rebuild their lives here. We support former refugees and vulnerable migrants through several programmes, including Pathways to Settlement, Pathways to Employment and Refugee Trauma Recovery which provides specialist mental health services to former refugees. The Migration group also supports other migrants within Aotearoa New Zealand when there is a humanitarian need, including convention refugees and asylum seekers who are not part of the quota programme and emergency humanitarian responses.

POSITION PURPOSE

Reporting to the director of Migration Employment, the Manager Migration Employment provides leadership to Pathways to Employment (P2E) managers (currently in 6 -7 managers in 6-7 locations). The role leads 6 – 7 teams ensuring that they have effective line management clear direction to deliver against plans, targets and KPIs.

The role has a particular focus on ensuring continuous improvement in the managers that report to them, building capability, performance, and delivery.

The role supports managers to establish and maintain relationships with external stakeholders including funders, refugee background communities and local Iwi. The position is a member of the National Migration Team and contributes to development and delivery of the Group's strategic plans and acts for the director when required.

KEY RESPONSIBILITIES

Functional and Technical leadership

- Leading and managing the Managers of Employment regions (6 -7) to deliver its functions and responsibilities effectively and efficiently; and contribute to New Zealand Red Cross.
- Driving continuous improvement through reviewing, developing, and implementing more effective ways to achieve New Zealand Red Cross outcomes.
- Provide expert technical knowledge support to managers to ensure practice is delivered in line with internal best practice principles and ensure the managers support their teams to meet external Social Sector standards as stipulated by the funder.
- Contributing to the organisation's move to a unified and integrated way of working.
- Managing, coaching, and developing managers to in turn build high performing teams and skilled individuals.
- Providing the Director Migration Employment and other senior leaders with appropriate strategic and operational advice including monitoring risks both internally and externally to the delivery of the programme.

- Provide reports and advice in areas relating to the region's functions.
- Monitor and manage reputational risk with external stakeholders across six to seven regions.

Organisational leadership

- Contributing to strategic direction setting, financial sustainability and performance monitoring of the Migration Group against its strategy and operational goals.
- Modelling New Zealand Red Cross values and desired people culture.

Staff Performance and Management

- Provide clear and supportive leadership to staff to enable them to contribute to the direction of New Zealand Red Cross to their full potential.
- Provide support and direction for staff to enable them to achieve agreed goals, providing training and development initiatives which are relevant to improving performance and efficiency.
- Support the Migration Employment Directorate to manage work and collaborate with the other directorates within the organisation.
- Drive continuous improvement across all activities and provide advice and analysis around resourcing and future planning
- Maintain effective systems to monitor, evaluate and report on the performance of team members.
- Work with the Director Migration Employment and People and Capability Business Partner to manage performance.
- Function as part of the National Migration Team to create an inclusive and open organizational culture.
- Ensure their direct reports manage budgets in line with the delegation policy
- Maintain positive working relationships with all NZ Red Cross stakeholders, clients, and staff.

Multiple Region Management

- Manage six to seven managers, who in turn manage high performing regions through coaching, mentoring, and setting a clear direction.
- Fostering a culture of professional pride, service delivery and customer focus.
- Establishing and maintaining strong relationships with regional and national funding providers and ensuring delivery of contractual outcomes. Ensuring the delivery of each team's KPIs, outputs and outcomes according to external funding arrangements, agreed business plans and reporting requirements.
- Ensuring that strategic objectives, priorities, and business plans for each team are put in place each year and are in alignment with New Zealand Red Cross strategic priorities and objectives.

- Ensuring that each team’s budget is appropriately managed within defined parameters and ensuring efficient and effective use of financial resources.
- Ensuring that each team has the right structure, systems and processes, resources, and tools as well as financial, human, technical and service delivery capabilities to perform its range of functions to a high standard.
- Effectively identifying and managing risk to the delivery of the services and functions.

HEALTH SAFETY AND WELLBEING

- Promote a positive HSW culture.
- Integrate HSW requirements in group plans and activities.
- Ensure risks are identified, managed, monitored, and escalated to ELT attention as required.
- Ensure hazards/risks, incidents and near misses are reported, investigated, and closed out.
- Monitor incident trends and take appropriate action.
- Ensure new workers receive a HSW induction.
- Encourage and promote effective worker participation
- 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.
- Provide strong Health, Safety and Wellbeing (HSW) leadership and lead by example.
- Implement and embed the Health, Safety and Wellbeing Management System (HSWMS) within Groups and teams.

RELATIONSHIPS

Internal

NZRC staff and volunteers
NZRC Area Councils and branches

External

Other humanitarian groups, NGOs, and charities
Service providers
Government agencies
Funding providers

PEOPLE

Direct

7

Indirect

20 (approx.)

Volunteers

PERSON SPECIFICATION

Knowledge

- A sound understanding of employment processes, particularly the challenges faced by refugees and other vulnerable migrants in finding employment.
- An understanding of Government funding processes and reporting requirements.

Qualifications and/or experience

- A relevant tertiary qualification, or equivalent relevant experience.
- Experience working with former refugees or lived experience as a refugee.
- Record of achievement in a collective and collaborative leadership environment, with an ability to challenge thinking and represent and articulate ideas.
- Experience in a role with overall responsibility for significant budgets managed by other managers and requiring delivery of performance outcomes of remote teams.
- Experience in a complex and dynamic operating environment, including the drive and resilience to lead proactively through ambiguity and change.
- Successful experience representing an organisation e.g., at national events and in the presence of media.

Skills and other attributes

- Sound judgement and strong problem-solving skills, including the ability to operate successfully in complex and ambiguous situations.
- Ability to challenge the status quo and view things from different perspectives, fostering innovative thinking and continuous improvement.
- Highly skilled in building and managing effective relationships and networks, with a particular talent for collaboration and building trusting and respectful strategic partnerships.
- Strong emotional intelligence and strategic thinking that supports the ability to empower / influence individuals and groups from diverse backgrounds and perspectives.
- Strong interpersonal skills, displaying honesty, integrity, and a demonstrated sense of ethics in all decisions and actions.
- Excellent communication and diplomacy skills, including competence in intercultural communication and experience working with people from diverse backgrounds, effectively and credibly creating confidence and trust.
- Ability to work independently, take initiative, set goals, manage projects and administration, and take responsibility for own learning and development.
- 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 4

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.