



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

Job Title: **Manager Training (Lower North)**
Group: **Engagement and Enterprise**
Location: **Wellington (preferred) or Nelson**
Reports to: **National Manager Training Operations**
Position status: **Full-time**
Version date: 16 August 2022

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 National Manager Training Operations, this role is charged to lead a regional team of First Aid Training Instructors through management of the regional Training Team Leaders, ensuring the delivery of quality first aid training courses to our customers within their region.

Working with the Training Team Leaders the Manager Training is responsible for ensuring the Instructors in their region are competent and capable of delivering courses, and to manage the rostering function for allocation and scheduling of instructors to cover all scheduled courses. Working with the Advisor PMER, and the sales team, the role is required to monitor demand and course scheduling efficiently, and to maintain an effective team of qualified instructors to meet course load demands.

Part of a team of Regional Training Managers, this role will ensure a consistent high standard of first training experience is achieved in all NZRC First Aid locations and training rooms.

KEY RESPONSIBILITIES

Technical Training Leadership

- Management and development of the Training Team Leaders and Training Instructors in their region, ensuring all instructors are qualified to teach at the appropriate level, and provided with opportunities for advancement when relevant.
- Management and maintenance of training facilities in the region, working with the National Manager Training Operations, and the NZRC property manager to ensure a high and consistent standard for our training venues.
- Drive continuous improvement, ensuring a high and consistent standard in delivery of training courses in their region, and nationally through working collaboratively within the training operations team.
- Ensure an efficient operation of training activities in the region, including management of regional expenditure within agreed targets, and reporting regularly on performance.
- Collaboration with colleagues to ensure the organizational needs are met and expertise is shared.

Staff Performance and Management

- Responsible for recruitment, coaching, and professional development of the first aid Training Team Leaders and Training Instructors in their region.
- Oversee the team's health, safety and wellbeing.
- Responsible for rostering of staff and managing the resources in the region.
- Management of customer feedback and complaint processes for first aid courses.
- Model the New Zealand Red Cross culture and values.

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.
- 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.
- 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.

RELATIONSHIPS

Internal

National Manager Training Operations
Other Training Managers
Training Team Leaders
First Aid Instructors
First Aid Management team
Customer Support Team
Sales Consultants
NZRC staff and volunteers

External

Clients
Hired Venue providers

STAFF

Direct

2-3

Indirect

14 - 25

PERSON SPECIFICATION

Knowledge

- A sound understanding of First Aid training requirements, and quality standards.
- A strong understanding of successful training practices and pedagogy principles.
- Understanding of the challenges of, and techniques for, obtaining, retaining, and successfully working with training professionals.

Qualifications and/or experience

- Experience in a role or roles where all or most of the following skills have been successfully demonstrated.
- A relevant tertiary qualification, or equivalent relevant experience.

Skills and other attributes

- Ability to lead a remote team of first aid educators, providing them clear expectations, support, coaching and direction.
- Proven human resource management skills, including the ability to influence and manage through strong leadership and coaching skills.
- Sound judgement and strong problem-solving skills, including the ability to operate successfully in complex and ambiguous situations.
- Excellent communication and diplomacy skills, including competence in intercultural communication and experience working with people from diverse backgrounds.
- Ability to successfully facilitate group discussions / meetings using remote-working technologies.
- 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 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.