



POSITION TITLE: Open Road Operational Lead

RESPONSIBLE TO: Auckland Pathways to Employment Manager

FUNCTIONAL RELATIONSHIPS: Open Road Co-Ordinators  
National Migration Team  
National Migration Managers  
National Contracts Reporting Manager  
Pathways to Employment National Lead  
Contract manager (external)

**POSITION SUMMARY:**

The Open Road Operational Lead coordinates the national operational activities as well as the Auckland South Open Road programme, ensuring all contractual targets are met and the programme is run within the established policies and processes. This role provides support and technical advice and guidance for the Open Road Co-ordinators. This role is the operational point of contact with the external contract manager and ensures this important funding relationship is maintained effectively.

The success of the Open Road programme will largely be dependent on the Open Road Operational Lead who will be responsible for enrolling the mentors and refugee background learners to the programme as well as liaising with the Strengthening Refugee Voice (SRV), Driving Instructor, MBIE, NZTA, NZ Police, and local council. The Open Road Coordinator needs excellent communication and administrative skills to ensure the successful delivery of this programme

## KEY RESPONSIBILITY AREAS:

### Open Road national programme support

- Ensure the maintenance and development of Open Road operational policies and procedure resources
- Work with the National Migration Development Managers to monitor and evaluate regional operations are occurring within operating processes and are within contractual guidelines
- Coordinate regular Open Road team phone conferences
- Maintain Open Road **national schedule of 'actions' from hui and phone conference**, monitoring progression of actions.
- Coordinate regional feedback on particular issues i.e. Engagement with W&I offices
- Provide coordinating support for any working groups, action plans, development tasks relevant to the national Open Road programme

### Technical advice and guidance

- Point of contact for Open Road Co-ordinators to discuss operational requirements and business processes
- Provide technical advice and guidance on the delivery of Open Road services to Co-ordinators and the National Migration Support Team
- Provide advice and guidance to National Migration Managers to ensure effective management of Open Road in their regions
- Ensure Open Road staff receive all relevant communication

### External Relationship management

- Point of contact for external contract funder operational engagement
- Maintain relationship with contract funder and ensure high trust and collaborative relationship
- Facilitate communication between Open Road National Contract management (external) and NZRC Open Road staff

### Monitoring, Evaluation and Reporting

- Provide regular feedback to the National Migration Team as to the identified challenges and opportunities within Open Road and Open Road programmes from an operational point of view
- Complete internal monthly reports for the National Migration Team on the delivery of Open Road
- Coordinate the national external reporting requirements and support individual areas to achieve their reporting on time with accuracy
- Monitoring: Implement processes to monitor the programme is operating effectively and within policy and processes.
- Evaluation: Undertake investigations on service delivery as required or on specific incidents.

### Operational projects

- As required and within appropriate availability and resource, progress Open Road operational development or pilot projects
- Coordinate any working groups or contractors that are progressing Open Road project

### Regional Coordination (Auckland south)

#### Former Refugee Enrolment

- Enrol learners using specific requirements as agreed by the Coordinator Guidelines and Open Road Panel
- Process the paperwork and administration tasks for the enrolments

#### Mentor Enrolment

- Pro-actively enroll mentors from the former refugee community, the community in general and the NZ Police using specific requirements as agreed by the Open Road Panel
- Process the paperwork and administration tasks for the enrolments and following due process

#### Mentor/ Learner Induction

- Organise and deliver induction sessions for learners (programme expectations) and mentors (logistics, coaching, expectations, health & safety policy communications)
- Distribute training materials as required

#### Manage relationships with stakeholders

- Manage relationships with mentors, learners, and all other stakeholders to ensure the success of the programme
- Communicate via email/newsletter to mentors with updates and reminders at least twice a month

#### Lesson scheduling

- Schedule/reschedule lessons, Instructor lessons, pre-mock test, mock test and NZTA test
- Make appropriate arrangements for the safety of the vehicle
- Organise interpreters where funded and necessary
- Keep up-to-date records of lesson schedules
- Manage Open Road Survey Monkey for all those who pass their restricted licence
- Carry out general administration as required

#### Manage Complaints

- Manage any complaints received
- Investigate and respond to complaints and take appropriate action in response to complaints

## Health, Safety and Wellbeing

- Monitoring the implementation of Open Road policies and procedures ensuring that teams and Managers are well supported to understand how to deliver the programme safely
- Regularly provide health and safety training for all staff involved on delivery of the programme
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents, including near misses
- Promote good health, safety and wellbeing practice and monitor this in your area of work
- Provide opportunities and empower workers to be actively involved in the management health, safety and wellbeing in the workplace
- Take responsibility for your personal health, safety and wellbeing and that of others, by not knowingly putting yourself or others at risk
- Follow all safety and wellbeing procedures and instructions advised to you
- Report incidents, including near misses, promptly for investigation
- Actively deal with and /or report unsafe practices, actions and / or conditions for prompt attention
- Actively participate in the management of health, safety and wellbeing in your workplace and bring any concerns or suggestions to the attention of your manager and/ or health safety and wellbeing representative

### DELEGATIONS:

#### Staff Management

Number of direct reports	nil
Number of staff reporting to direct reports	nil

#### Delegations

Financial Delegations	
Employment Related Delegations	

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

### PERSON SPECIFICATION:

#### **Qualifications:**

- Nil

### **Experience/Competencies**

The appointee would be able to demonstrate:

- Experience and understanding of driver licensing programmes.
- Project coordination and administrative skills.
- Ability to advocate and influence.
- Experience using multi forms of communication to facilitate discussions and programme developments. Experience in facilitating diverse group interactions.
- Excellent communication skills. Ability to exercise diplomacy in dealing with key stakeholders.
- Competence in intercultural communication and experience working with people from diverse backgrounds
- Excellent IT skills in Microsoft Office Suite
- Ability to work independently, take initiative, set goals, manage time and be responsible for own learning
- Empathy with humanitarian causes
- Enthusiasm and the commitment to work as a team member of Red Cross.

Hours of work:

- May involve some evening and weekend work and availability if required, such as induction and logistics and vehicle coordination

A commitment to the Fundamental Principles of the International Red Cross Movement is imperative.

Travel

The appointee must be able to travel.

### **Driver's Licence**

Yes - full

APPROVED:

Authorised signature:	
Name:	
Position:	
Date:	