



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: Retail Procedures and Reporting Lead
Group: Engagement and Enterprise
Location: Wellington / Auckland
Reports to: Director, Retail
Position status: Full-time
Version date: July 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 and Red Crescent Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in response to an international disaster.

ABOUT THE GROUP

Engagement and Enterprise

The Engagement and Enterprise Group comprises of four core functions (directorates).

- 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 45 Red Cross shops across the country.

POSITION PURPOSE

Reporting directly to the Director Retail, the Retail Process Improvement and Reporting Lead will be responsible for the following key functions:

- Developing and maintaining the operational procedures and guidelines, that ensure that Red Cross Shops operate in a manner that reflects best practice within the resourcing available.
- Championing health, safety and wellbeing activities and compliance across the network of Red Cross Shops, resulting in a working environment that is fully compliant with New Zealand workplace laws and associated New Zealand Red Cross policy and procedures.
- Development and maintenance of a Red Cross Shop Health, Safety and Wellbeing framework, working in conjunction with our internal Health Safety and Wellbeing Team.
- Develop effective shop training collateral and where appropriate assist with the training delivery.
- Delivering operational performance reporting and associated analysis.

KEY RESPONSIBILITIES

Operational Procedures and Guidelines

- Develop, monitor and maintain operational procedures and guidelines, that ensure the portfolio of Red Cross Shops meet appropriate policy and compliance requirements, operate in a consistent manner, protect and support employees and volunteers, and contribute to an environment of retail excellence.
- Developing guidelines and training products that will support shops to operate effectively and in accordance with procedures, standards and guidelines.
- Supporting Regional Managers to implement effective training and monitoring of operational policy and procedures compliance.

Health, Safety and Wellbeing

- Developing and maintaining a national approach to Health, Safety and Wellbeing in the retail workplace that is aligned with New Zealand Red Cross requirements and reflects sector best practice.
- Developing guidelines and training products that will support shops to implement and maintain an environment that promotes and practices effective health safety and wellbeing activities.
- Supporting Regional Managers to implement effective training and monitoring of health, safety and wellbeing.

Performance Reporting

- Develop and maintain a national performance reporting framework that monitors key performance indicators across the portfolio of Red Cross Shops.
- Undertake analysis to identify opportunities for performance improvement, or to evaluate new initiatives.
- Monitor sector performance and provide leadership with analysis that enables informed decision making.
- Collaborate with Regional Managers to develop and deliver analysis and reporting solutions tailored to their specific operational needs.

Other

- Be responsible for the reporting and analysis associated with the data sourced from the shop point-of-sale system
- Collaborate with our point-of-sale software provider to develop improvements as identified appropriate.
- Undertake additional activities associated with the effective performance of the retail shop network as requested by the Director Retail

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 for which you are not adequately trained.
- 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

Director Retail
National Retail Support Team
Regional Retail Managers
People Experience and Support – HSW
E&E Commercial Performance Analyst

External

3rd Provider of point of sales solution

Retail Shop Managers
Retail employees and volunteers

STAFF

Direct

Nil

Indirect

Coordinating and facilitating function across the Retail Directorate

PERSON SPECIFICATION

Qualifications and Experience

- A tertiary qualification in a related field.
- Work experience in a role responsible for the production of operational best practice standards, procedures and guidelines, is preferred
- Experience in developing operational frameworks that promote best business practice and workplace efficiencies.
- Experience working with data and developing performance reporting that enables effective analysis and decision making.
- Experience in developing and delivering training.

Skills and Attributes

- Demonstrated ability to operate and contribute at a strategic level.
- Demonstrated ability to collate and analyse data.
- Ability to create performance reporting frameworks and content.
- Effective communication and relationship-building skills.
- Competent in using Microsoft suite of products, particularly Word and Excel.
- Strong written and verbal presentation skills to communicate and present ideas and solutions in a compelling way to the target audience.
- Ability to work independently and proactively when required.
- Proven ability to build and maintain strong positive relationships with people from diverse backgrounds.
- Empathy with humanitarian causes.
- Enthusiasm and commitment to working as a team member of New Zealand Red Cross
- A personal alignment with and commitment to the Fundamental Principles of the Red Cross Red Crescent Movement.

TRAVEL

- Ability to occasionally travel, including overnight.

DELEGATIONS

- Financial Tier : Nil

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.