



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 Property and Project Coordinator
Group: Engagement and Enterprise
Location: Auckland
Reports to: Director, Retail
Position status: Fixed Term, Part 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 Property and Project Coordinator will be responsible for the the planning, execution, and delivery of Retail related projects across our growing national Red Cross Shop network.

This role will involve liaising between all members of the wider Retail team, as well as other cross-functional groups within New Zealand Red Cross, to ensure that projects are completed on time and within budget.

Alongside supporting the opening of new Red Cross Shops, other projects may include supporting new technology implementation, corporate partnerships/collaborations, and other Retail initiatives or special projects.

KEY RESPONSIBILITIES

- Undertake research and planning in regard to locations and potential new shop sites.
- Coordinate activities associated with the development and opening of new Red Cross Shops as well as other assigned Retail initiatives.
- Develop and manage detailed project plans, timelines, budgets, and resource allocation.
- Engage and coordinate other New Zealand Red Cross groups associated with the projects assigned including IT, Property, Finance, People & Capability, Communications, Marketing & Engagement, and Training and Development
- Engage and coordinate internal and external parties associated with the assigned project including Regional Managers, Shop Managers, property managers, Real Estate Agents, contractors, and other providers
- Monitor project progress and when required conduct site visits to ensure completion is in line with agreed plans and/or functional for our needs.
- Support the successful opening of new shops by ensuring they are fully operational and equipped to realise key performance indicators. This includes hands-on involvement in

store setup, merchandising, installation of point-of-sale and EFTPOS systems, implementation of administrative processes, and other critical launch activities.

- Provide regular updates and reports to Director Retail, Regional Manager and other key individuals.
- 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
Retail Shop Managers
Retail employees and volunteers
Organisational Services (IT, Property, Finance)
Communications, Marketing and Engagement

External

Property managers
Real Estate Agents
Product suppliers
Landlords
Contractors

STAFF

Direct

Nil

Indirect

Coordinating and facilitating function across the Retail Directorate

PERSON SPECIFICATION

Qualifications and Experience

- Experience in project management, preferably within retail or a multi-site environment
- Demonstrated ability to manage multiple dynamic projects simultaneously.
- Preferably, experience managing property development, maintenance type projects or activities.

Knowledge

- Strong understanding of retail operations, construction processes, and stakeholder management.

Skills and Attributes

- A proactive and collaborative approach to working across multiple teams.
- Strong communication and relationship-building skills.
- Strong organisational and multitasking abilities.
- Ability to set priorities and manage time effectively.
- Ability to work with pace and accuracy.
- Ability to work independently and proactively when required.
- Competent in using Microsoft suite of products particularly Word and Excel
- Enthusiasm for, and commitment to, the work 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 travel (up to one week per month)

DELEGATIONS

- Financial: 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.