



Job Description

Position: **Featherston Community Centre Manager**

Reports to: **The Officers of the Featherston Community Centre Charitable Trust
(the Board)
The Board appointed Supervisor**

Context of role

The Featherston Community Centre Charitable Trust (the Centre), through its Board, provides the facilities at 14 Wakefield St, Featherston to the community for social services, meetings, activities, events and classes. The vision for the Centre is that it is the hub of the South Wairarapa's social, education and recreational services that are used, valued and supported by the entire community.

The Featherston community and the community of the surrounding area has a proud tradition of community support, recognition of the history of the area and appreciation of its natural habitat.

Around 11,000 people live South Wairarapa. The population has a larger percentage of older people than for New Zealand as a whole, with over 16% of population over the age of 65. The population is predominately Pakeha, with approximately 14% Maori. The two iwi with mana whenua are Rangitane o Wairarapa and Kahangunu ki Wairarapa. The area also has a small percentage of Asian, 12.5%, and Pacific peoples, 2.2%.

Although Featherston is the geographic centre of the Lower North Island, the town is relatively isolated, with most services and employment opportunities located in the more populated towns of Masterton and Wellington.

The Centre is run by a Charitable Trust. Financial security is dependent on fund raising, rent from use of the facilities and grants being awarded. This creates an on-going priority for the Centre to raise income in order to continue to maintain the building and grounds and deliver services to the community.

The Centre strives to meet community needs and relies on the Manager, Supervisor and Board to make the right and appropriate decisions.

The Manager role is focused on day-to-day management of the Centre. The role is supported by the Centre supervisor and the Board. The Manager reports to the Board for policy directives and to the Supervisor appointed by the Board.

The Manager needs to understand and be an advocate of the strategic plan and vision for the Centre, and have the vision to grow this. The Manager must be a proactive individual who is able to self-manage, and able to help implement the Centre's strategic goals related to service, marketing and financial management.

The Manager must have an understanding of customer service, a high level of interpersonal skills and an understanding of budget management. It is essential for the Manager to have the ability to manage the day-to-day running of the Centre; be able to deal effectively and efficiently and appropriately with the facilities' users and members of the public; to have a sound understanding of personal responsibility; and to recognise situations requiring escalation or liaison with the Supervisor or Board.

Purpose of the role

The key purpose of the Centre Manager is to work with the Board to keep the Featherston Community Centre (the Centre) operating as a community-owned asset by managing the day- to-day coordination, relationship management, promotion and financial planning.

The Manager:

- Works autonomously within the Centre's constitution and three-year strategic plan to manage, promote and maintain the Centre as community asset.
- Undertakes the day- to-day management of the Centre and escalates any issues and opportunities to the Supervisor or Board.
- Is the key point of contact with the local community's individuals, groups and organisations who are key partners or use the Centre's facilities.
- Recruits and manages a team of volunteers, to whom the objectives below may be delegated within reason, and with managerial oversight and responsibility.
- Promotes community participation, inclusion and identity by understanding the needs and aspirations of the local residents.

Key accountabilities and objectives

Key Accountability	Objectives	Performance Indicators / Measures
Information Processing, and Support	<ul style="list-style-type: none">• Liaise with and provide information to centre users, partners etc. internally and externally,• Identify and facilitate opportunities for individuals/community groups/organisations to connect with each other to provide community services at the Centre• Maintain documentation to maximise access to consistent and valid information• Prepare a range of written communications• Act as an initial point of contact for Centre queries, complaints, and requests, follow up straightforward queries, provide information/advice consistent with policy and regulations and co-ordinate more complex responses• All incoming/outgoing correspondence is logged, actioned or directed onwards	<ul style="list-style-type: none">• Type of liaison and outcomes with stakeholders is reported on.• Outcomes of facilitation between individuals/groups etc. is reported to the Board• Choosing and presenting appropriate data• Works with the Board to peer review and quality assurance of submissions when drafted by the Board or a community member• Compliments and complaints are reported• Correspondence is actioned in a timely manner• Centre inbox is cleared regularly

Key Accountability	Objectives	Performance Indicators / Measures
Centre Management	<ul style="list-style-type: none"> • Ensures the facility is secure and efficiently run on a day-to-day basis • Manages bookings for facility use, ongoing and one-off events • Manages day-to-day general office and administration duties • Reports any immediate issues/risks to the supervisor, self-manage escalation process 	<ul style="list-style-type: none"> • Building is locked when not in use, all keys are accounted for and unnecessary security call outs are minimised • The booking system on the website is maintained • Rental occupancy and use is tracked • Programmes/services are operating within Centre's policies • Resources are used carefully • Relevant information is passed to the Supervisor or Board for further advice • A Manager's report on the above is provided for each Board meeting
Marketing and promotion	<ul style="list-style-type: none"> • Promotes the usage of the facility within the local community • Understands the needs and aspirations of the community for Centre • Strengthens existing partnerships and establishes new working relationships in the wider community to facilitate ongoing and new use of the Centre • Maintains and/or facilitates social and traditional media visibility including the Centre's website and Facebook page, local newspapers, radio and other social service and community sites. 	<ul style="list-style-type: none"> • The needs and aspirations of the community are surveyed and assessed regularly • Centre use reflects the diversity, needs and aspirations of the community • Existing partnerships are strengthened and new working relationships are established • A log of user contacts, partners and key community leaders is maintained • The Centre and activities at the Centre are visible and reported on a regular basis in a variety of media • The Centre's logo and contact details are promoted • The Centre's website is current and relevant • The calendar of events is updated regularly and widely promoted • A Manager's report on the above is provided for each Board meeting

Key Accountability	Objectives	Performance Indicators / Measures
Financial planning and budget management	<ul style="list-style-type: none"> • Seeks funding efficiently based on fund raising plans developed by the Board. • Submits high quality funding applications and follow-up with timely and accurate accountability reports in consultation with the Board • Manages resources in an effective manner which promotes further use and rental income • Invoice users for rent and hire on a timely basis • Proactively follows up on overdue rent 	<ul style="list-style-type: none"> • Funding opportunities are identified, tracked and prioritised based on the three-year strategic plan • Works alongside the Board to successfully submit funding applications • Follows up on receipt/decline of any grants within five working days • All applications filed and followed up as needed • Competently uses the accounting system and understands budgetary constraints • Manages within budget • Initiates actions to address budget variances • Minimises financial waste • A Manager's report on the above is provided for each Board meeting
Health and Safety	<ul style="list-style-type: none"> • Effectively identifies and manages of hazards • Promotes a positive Health and Safety culture with all Centre users • Potential risks are escalated to Supervisor and risk minimisation plans are in place 	<ul style="list-style-type: none"> • Centre is compliant with current Health and Safety regulations • Risk Register is maintained • Participates in review of events where appropriate. • A Manager's report on the above is provided for each Board meeting
Maintenance of Centre facilities	<ul style="list-style-type: none"> • Ensures Centre is cleaned to a high standard • Reports any identified building maintenance and identifies outstanding and immediate issues to person who has the lead responsibility for building maintenance. • Coordinates and supervises maintenance as needed especially if an additional person is employed to clean the Centre. 	<ul style="list-style-type: none"> • Building is kept fresh and tidy • Building maintenance issues are identified promptly and are escalated appropriately • A Manager's report on the above is provided for each Board meeting • If another person is employed to undertake cleaning duties, the Centre Manager is responsible for the oversight of the cleaner and directs their cleaning work.

Key Relationships & Authorities for this role

Building relational trust and maintaining a positive and responsive relationship with the local community is key to the Centre Manager's role and reflects transparency in our Centre.

The Manager needs to have strong working relationship with their Supervisor (Board member), as well with key partners with which the Centre has formal agreements with.

The Manager has positive relationships when working with:

- Local Iwi and Pasifika Groups
- Local Disability support groups and Special Education providers

- Local Schools, kura and Early Childhood Centres
- Education sector groups
- Representatives from government agencies and Social Service Providers
- Provider organisations in the Community (e.g. Wairarapa REAP, Regional and Local Council)

Relationship specifics:

- Supervisor: The Manager will regularly report and communicate with the Supervisor about day-to-day management and human resource matters.
- Local Iwi/Pasifika Groups: understands the significance of identity, language and culture. Good understanding of the principles of the Treaty of Waitangi
- Members of the Board: Seeks policy direction and prepares Manager's report for each meeting
- Volunteers: recruitment, management, delegation of tasks, supervision, support
- Social Service Providers: Strengthens existing and establishes new partnerships

Core competencies

Core competencies that are required to be demonstrated by the holder to achieve sound and solid performance in the role are listed below

Competency	Behaviours
Customer Focus	<ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of customers • Gets first-hand customer information and uses it for improvements in products and services • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect
Interpersonal skills and communication	<ul style="list-style-type: none"> • Practices active and attentive listening. • Explains information and gives instructions in clear and simple terms. • Willingly answers questions and concerns raised by others. • Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged. • Is confident and appropriately assertive in dealing with others. • Uses diplomacy and tact and deals effectively with conflict when required. • Relates well to all kinds of people
Problem solving	<ul style="list-style-type: none"> • Uses logic and methods to identify and solve problems with effective solutions • Consistently performs tasks correctly - following set procedures and protocols. • Probes all relevant sources for answers • Is excellent at truthful analysis • Looks beyond the obvious and doesn't stop at first answers
Cultural Skills	<ul style="list-style-type: none"> • Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua. • Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living. • Shows an awareness of gaps in, and a desire to increase, cultural knowledge and inter-cultural practice relevant to one's work. • Accesses resources to make sure culturally appropriate and language appropriate services are provided. • Draws on a customer's own cultural resources and support frameworks.
Taking Responsibility	<ul style="list-style-type: none"> • Is committed to making a difference. • Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected. • Adjusts work style and approach to fit in with requirements. • Perseveres with tasks and achieves objectives despite obstacles.

