

## Schedule 1

### POSITION DESCRIPTION

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Position:	Data and Development Support
Location:	275 Cuba Street, Wellington
Group:	National Collective of Independent Women's Refuge – National Office
Reporting to:	Chief Executive
Issue Date:	April 2020
Delegated Authority:	Nil
Staff Responsibility:	Nil

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#### About us

The National Collective of Independent Women's Refuges purpose is to liberate women, children, families and whanau from family violence through the provision of quality services and social commentary. Our vision is leadership that influences the prevention and elimination of domestic violence.

The Research and Development Hub is a business unit within the National Collective of Independent Women's Refuge (NCIWR) that the Data and Development Support role sits within. The purpose of this business unit is to provide professional development that supports safe, consistent and professional good practice by all independent Women's Refuges across New Zealand.

#### Purpose of this Position

The Data and Development Support role is responsible for providing operational assistance to multiple projects that support NCIWR and our affiliated refuges at a national, regional and local level. This position is high performing and requires an experienced individual who is methodical, process and systems driven, and who can maintain great relationships with our Refuges nationwide.

The emphasis is on:

- Providing support, and at times input into project strategy plans that align with the strategic direction of NCIWR
- Supporting the implementation and operationalising of new business solutions
- Maintaining processes and systems to support ongoing operations of business solutions
- Supporting and managing information technology support for colleagues and Refuges
- Coordinating and overseeing the administrative functions of the business unit
- Establishing and maintaining effective relationships with key stakeholders, internal and external to achieve optimal strategic and project outcomes
- Providing quality assurance and ensuring risks are identified and managed appropriately
- Ability to be flexible and have a can do attitude for other tasks that may be required within the Research and Development Hub and from the Chief Executive

#### Working Relationships

Internal:

- Chief Executive
- Staff across Research and Development Hub
- All national office employees
- All Member Refuges

External:

- Government
- Not for Profit organisations
- Business and corporate sector

### Key Accountabilities

Key Result Area	Accountabilities
Attributes and Values	<ul style="list-style-type: none"> <li>• Positive and supportive attitude</li> <li>• Ability to quickly establish rapport in diverse settings</li> <li>• Exceptional verbal and written communication skills</li> <li>• Proactive use of initiative</li> <li>• High EQ</li> <li>• Demonstrated ability to maintain professional boundaries</li> </ul>
Strategic Planning	<ul style="list-style-type: none"> <li>• Provide support, and input into the strategic direction for NCIWR taking account of the domestic violence sector development, opportunities, and constraints</li> <li>• Actively support, and at times contribute to the Research and Development Hub's planning and processes</li> </ul>
Information Technology and Service Desk Assistance	<ul style="list-style-type: none"> <li>• Troubleshoot and resolve issues with software and hardware</li> <li>• Provide operations of service desk including but not limited to call answering, assignment and management, task resolution, task escalation, request provision and desktop support</li> <li>• Support colleagues and Refuges through steps to help them resolve their technical problems</li> <li>• Maintain procedures and reports that provide technical support to our organisation</li> <li>• Analyse records and logs to spot underlying trends and potential issues</li> <li>• Support the implementation of new solutions or applications</li> <li>• Establish accounts for new users and assist with any maintenance or issues arising from this task</li> <li>• Support end-to-end processes for data fixes, cleansing of data and tidying up of software systems</li> <li>• Test, evaluate, and provide support in making decisions about new technology</li> <li>• Process and record invoices and other administrative tasks related to the business unit</li> </ul>
Learning and Training	<ul style="list-style-type: none"> <li>• Support the coordination, development and facilitation of trainings, workshops and presentations with stakeholders, NCIWR and Refuges at a national, regional and local level</li> <li>• Support for the collecting, inputting and reviewing of attendance, evaluation and other data related to projects and attendee progress</li> </ul>

Key Result Area	Accountabilities
	<ul style="list-style-type: none"> <li>• Support and maintain the necessary documentation, program data entry and records and assist in the completion of period reports as necessary</li> <li>• Work to support other members of the Research and Development Hub along with NCIWR staff to implement regular trainings and workshop initiatives</li> </ul>
Reporting and Analysis	<ul style="list-style-type: none"> <li>• Provide basic data analysis and data reporting for internal use with other business units at National Office and for Refuges</li> <li>• Ability to collate and produce reporting for national contracts, NCIWR and Refuges</li> <li>• Collate and report on information, including trends, challenges and opportunities for NCIWR and other key stakeholders</li> <li>• Provide quality information related to contracting in response to requests by the Chief Executive, NCIWR management team and the key stakeholders</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Build and manage positive work relationships with key stakeholders internal and external e.g. NCIWR National Office, Refuges, Government</li> <li>• Initiate professional communications about requirements, performance and delivery with NCIWR National Office staff, Refuges, and other stakeholders</li> <li>• Support in the communication and dissemination of information relating to NCIWR initiative and projects within NCIWR</li> <li>• Creating and strengthening stakeholder engagement through establishing and maintaining positive relationships, improved information sharing and broadening community connectedness initiatives</li> </ul>
Self-Management	<ul style="list-style-type: none"> <li>• Track and monitor your progress and ensure that the Chief Executive and others within the Research and Development Hub are updated on all your activities</li> <li>• Keep yourself abreast of all that is happening within NCIWR and the wider domestic violence sector, contributing where asked by the Chief Executive, and be involved with activities that are not in the scope of your role where required</li> <li>• Undertake regular supervision with the Chief Executive if required, to ensure that you can develop effective strategies that will assist you to complete your programme of work effectively</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Ensure all risk is identified, minimised and managed throughout all relationships and processes</li> <li>• Advise and escalate where required on risk areas and emerging issues and develop strategies to manage these</li> <li>• Ensure that conflicts of interest are identified, reported and if required effective managed</li> </ul>
General	<ul style="list-style-type: none"> <li>• Maintaining constructive working relationships with the Chief Executive, Research and Development Hub colleagues, all National Office staff, and Refuges to promote a cooperative and harmonious working environment in order to facilitate positive morale, productivity and continued improvement</li> </ul>

Key Result Area	Accountabilities
	<ul style="list-style-type: none"> <li>• Improve operations, processes, efficiency and services when and where necessary</li> <li>• Contribute to the ongoing development of the Research and Development Hub for future advancement where possible</li> <li>• Develop and maintain a positive and professional profile for NCIWR in dealings with contractors, agents, stakeholders and other third party organisations</li> <li>• Attend meetings with the Research and Development Hub and take minutes and note key action points</li> </ul>

### Conditions of Employment

The Data and Development Support role will be based in Wellington with the National Office team.

### Professional Knowledge and Experience

Data and Development Support will have:

- Proven experience in providing support for information technology
- Proven experience in providing service desk support for multiple project streams
- Proven experience with data and information management
- Proven experience in training adults and utilising learning methodologies to support this
- A proficiency in Microsoft office including speciality in Excel and willingness to learn
- An in-depth understanding of the domestic violence sector along with what programmes and services Refuges nationwide provide is an advantage
- Sound knowledge of NCIWR contracts and the relevant reporting specifications is an advantage
- A proven record of delivering consistent, high quality work as an individual and within a team environment
- Experience in mitigating risk and has confidence to raise any risks to the appropriate NCIWR staff member
- Experience in customer service and working from a customer focused perspective to achieve outcomes
- Demonstrable relationship building and interpersonal skills, with the ability to exercise diplomacy, discretion and professionalism
- Experience in dealing with Community Groups and other NGO Providers at a local level
- Confident in presenting in front of key stakeholders, NCIWR staff and Refuges
- Sound analytical skills and solution focussed
- Excellent writing and communication skills
- Good commitment to and understanding of Te Tiriti o Waitangi

### Certificates, Licenses, Registrations

Maintain a valid Driver's License.

### Opportunity location:

Wellington

### Accountability and dimensions of the position:

Number of indirect reports	nil
Other formal NCIWR delegation level	nil

### **Other requirements**

- Willing to travel to fulfil job requirements
- Willing to fulfil other duties and requirements of the Chief Executive
- Essential to have an interest in Maori achievement and working with Maori development

### **Mandatory achievement areas for all National Office Positions**

#### **NCIWR Strategic Outcomes**

Has an understanding and working knowledge of NCIWR Strategies including the goals and actions.

- Can discuss its content, key evidence and key ideas and apply this to work priorities of the Business Support team, NCIWR and Te Taumata o Te Kōwhai Core Group.

#### **Parallel Development**

- Shows active leadership in applying this knowledge to ensure all work results in Māori achieving success as Māori.

#### **Health and Safety**

- Takes all practicable steps to ensure safety at work for self and team, and that no action or inaction on causes harm to anyone else;
- Reports all hazards, accidents, near misses, or unsafe conditions to the Health and Safety Representative as soon as possible;
- Observes NCIWR stated health and safety policies and guidelines;
- Knows and complies with all Health and Safety policies and guidelines.

#### **Professionalism**

- Uses their professional skills and knowledge to engender interest and ownership from others in achieving success;
- Articulates a vision of the NCIWR Strategic outcomes. Personally and professionally challenges own thinking about how best to respond and support sustainable efforts that focus on achieving education success;
- Promotes a positive attitude towards change. Represents and promotes challenge;
- Adopts a range of leadership styles to enable others to grow from learning around Māori achieving success;
- Encourages teamwork and cooperation between all staff;
- Promotes a strong stakeholder focus;
- Provides reports on team performance against business plan outcomes that include performance targets;
- Manages and develop own training and professional development within the allocated budget.

#### **Compliance with legislative requirements and NCIWR policy**

- Knows and monitors compliance against all NCIWR policies and guidelines.

#### **Business Continuity Planning**

- Develops and maintains a business continuity/pandemic plan for all areas of responsibility.

#### **Qualifications and technical skills**

##### **Essential**

- A relevant tertiary qualification or significant practical experience in the relevant areas
- Knowledge or experience in the application of relevant legislation (e.g. The Privacy Act)

- Previous experience in the design and/or implementation and management of improved business processes e.g. financial management, business planning, knowledge and information management, reporting and monitoring
- Understanding of the principles of the Treaty of Waitangi and experience working in Māori contexts.

### **Experience and knowledge required for effective performance in the position**

#### **Essential**

- Honesty and trustworthiness;
- Strong written and oral communications skills (e.g. demonstrated ability to communicate effectively across a wide range of diverse stakeholder groups);
- Highly developed analytical skills, with a demonstrated ability to understand and interpret a wide range of business information;
- Strong computing skills across Microsoft Office suite, especially Excel
- Ability to think strategically and to grasp, interpret and apply abstract concepts;
- Ability to demonstrate strong leadership and relationship management skills;
- An interest in Māori achievement and working with Māori development priorities;
- Must be able to travel when and where required.

#### **Desirable**

- Ability to acknowledge and think about matters from different perspectives

## Schedule 2

### What is an employment relationship problem?

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It can be anything that harms or may harm the employment relationship, other than problems relating to setting the terms and conditions of employment.

#### Clarify the problem

If either the Employer or Employee feels that there may be a problem in the employment relationship, the first step is to check the facts and make sure there really is a problem, and not simply a misunderstanding.

Either party might want to discuss a situation with someone else to clarify whether a problem exists, but in doing so they should take care to respect the privacy of other Employees and managers, and to protect confidential information belonging to the Employer. For example, the Employee could seek information from:

- friends and family
- the Employment Relations Info-line on 0800 800 863 or on its website at [www.ers.dol.govt.nz](http://www.ers.dol.govt.nz)
- pamphlets/fact sheets from the Employment Relations Service
- their union (if they are a union member), a lawyer, a community law centre or an employment relations consultant.

#### Discuss the problem

If either party considers that there is a problem, it should be raised as soon as possible. This can be done in writing or verbally.

The process that should be used wherever possible is set out below.

Firstly, raise your concern with individual concerned.

- (i.) If the concern is not resolved directly, the matter should be escalated to the individual's direct manager;
- (ii.) If the Employee is uncomfortable about approaching the individual's direct manager, the matter should be referred to another appropriate manager.
- (iii.) A meeting will usually then be arranged where the problem can be discussed. The Employee should feel free to bring a support person with them to the meeting if they wish.
- (iv.) The parties will then try to establish the facts of the problem and discuss possible solutions.

#### The Next Steps

If the parties are not able to resolve the problem by talking to each other a number of options exist:

- The Employee can contact the appropriate Core Group Staff Representative
- Either party can contact the Employment Relations Infoline, who can provide information and/or refer the parties to mediation.
- Depending on the nature of the problem, the issues involved may also be ones that the Labour Inspectors employed by the Department of Labour can assist with, i.e. minimum statutory entitlements such as holiday, leave or wages provision.

- Either party can take part in mediation provided by the Employment Relations Service (or the parties can agree to obtain the services of an independent mediator).
- If the parties reach agreement, a mediator provided by the Employment Relations Service can sign the agreed settlement, which will then be binding on the parties.
- The parties can both agree to have the mediator provided by the ERS decide the problem, in which case that decision will be binding;
- If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
- The Authority can direct the parties to mediation, or can investigate the problem and issue a determination.
- If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court.

In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal.

### **Personal Grievances**

If the problem is a personal grievance, then the Employee must raise it within 90 days of when the facts that give rise to the grievance occur or come to their attention. A personal grievance can only be raised outside this time frame with the agreement of the Employer or in exceptional circumstances.