

## **Women's Refuge Tamaki Makaurau Inc**

**Position Title: Manager**

**Reports To: The Chair as the Representative of the Employer**

---

### **PURPOSE:**

To contribute to the development of a Strategic Plan and take responsibility for achieving the desired outcomes of the plan by managing the efficient and effective delivery of services and through the business plan.

To lead, support and guide the team and to work on the implementation of programmes, projects, and campaigns, which promote the objectives of Women's Refuge Tamaki Makaurau Inc

To ensure that the delivery of Women's Refuge Tamaki Makaurau services is uninterrupted and to a high standard

Women's Refuge Tamaki Makaurau aims to surpass the expectations of our stakeholders, be they our affiliations, contractors, or clients.

Uphold and implement the four cornerstones of NCIWR being Takatapu nurturing diversity, parallel development, collectivism and feminism.

### **KEY ACCOUNTABILITIES:**

#### 1. Team Management:

- 1.1 Develop a competent and well-trained team with clear standards of expected performance by recruiting, managing, training, appraising, and providing regular feedback.
- 1.2 Implement clear performance expectations with the team and review on a regular basis.
- 1.3 Ensure that team members (both employees and volunteers) understand the context of their work and their role in achieving the desired outcomes of the Strategic Plan.
- 1.4 Ensure that the team fulfil all Women's Refuge Tamaki Makaurau obligations for external contracts.
- 1.5 Manage team members and their workloads so they deliver contract targets on time and to the quality standards required by Women's Refuge Tamaki Makaurau.
- 1.6 Approve individual training, annual leave and sick leave requests.
- 1.7 Contribute to a strong culture by developing and maintaining good internal working relationships.
- 1.8 Develop capability and leadership potential by modelling appropriate behaviour and providing necessary coaching and

- mentoring.
- 1.9 Receive, investigate, and record outcomes of complaints received in relation to employees.
  - 1.10 Participate in any evaluation process or evaluation studies required by the Board.
  - 1.11 Develop and maintain appropriate system for best practice in all that you do.

## 2. Working Relationships:

- 2.1 Contribute to the organisation's reputation, visibility, credibility and overall effectiveness by building and maintaining strong business relationships with external agencies and stakeholders.
- 2.2 Develop connections with NCIWR members and the National Office to build positive relationships that benefit Women's Refuge Tamaki Makaurau Inc

## 3. Advocacy:

- 3.1 Attend forums and networks that benefit WRTM Inc and our clients.
- 3.2 Promote and articulate, externally and internally, our key roles and messages in regard to Domestic Violence and to Women's and Children's issues in general.
- 3.3 Provide education and training to any individual, group or forum as required, for the purpose of enhancing the aims and objectives of Women's Refuge Tamaki Makaurau
- 3.4 Attend to any media requests when prudent to do so and in a manner that enhances the aims and objectives of Women's Refuge Tamaki Makaurau

## 4. Financial Management:

- 4.1 Operate within the budget as set by the Board.
- 4.2 Review key financial reports and take action as necessary.
- 4.3 Provide written reports to the Board as often, and in a format, as determined by the Board.
- 4.4 Report any suspected or identified financial anomalies to the Board without delay.
- 4.5 Keep safe custody of Women's Refuge Tamaki Makaurau assets and monies as set out in Women's Refuge Tamaki Makaurau policy.
- 4.6 Negotiate on behalf of and in consultation with the Board any contract opportunities that may further the aims and objectives of Women's Refuge Tamaki Makaurau
- 4.7 Work with the Board to maximise Women's Refuge Tamaki Makaurau revenue, including identifying fundraising opportunities and other appropriate revenue streams.

## 5. Administration:

- 5.1 Oversee the recording and timely disbursement of salaries,

- accounts payable and all tax obligations.
- 5.2    Oversee the recording and timely bank deposits of accounts receivable and other receipted monies.

- 5.3 Approve team member's expenditure as per policy.
- 5.4 Oversee the entering of all transactions into the general ledger of an accounting programme provided by Women's Refuge Tamaki Makaurau and obtain reports to the Board as often and in a format determined by the Board.
- 5.5 Assist in compiling accounts for annual external audit purposes.
- 5.5 General Office Tasks -
  - ensuring office equipment is operational.
  - correspondence is received, actioned if required and filed appropriately.
  - prepare reports, promotional material and other documents.
  - maintain appropriate affiliation registration and returns.
  - completing statistic returns as required.
  - ordering stationery and grocery supplies
  - making or approving team members travel bookings, venue bookings, etc

6. Record Keeping and Confidentiality:

- 6.1 Create, update, and maintain member files.
- 6.2 Ensure records are kept under lock and key or electronic pass-wording at all times and in accordance with the Privacy Act 2020.
- 6.3 Confidentiality must be maintained at all times. Exception to this rule can be made if there is risk to someone's safety and you act in good faith to prevent it.
- 6.4 Ensure accurate data available to NCIWR by the 5th of each month.
- 6.5 Timesheets and other employment records to be kept as prescribed.
- 6.6 Provide written reports as required.

7. Other Tasks:

- 7.1 To ensure Health and Safety matters are monitored, safety issues identified, dangers addressed and ensure an accident register is kept.
- 7.2 To act as the Women's Refuge Tamaki Makaurau Privacy Officer, ensure compliance with legislation.

**Women’s Refuge Tamaki Makaurau requires that employees never conduct themselves, both within their role and within their personal lives, in a manner that is clearly abusive or is detrimental to the reputation of the mission of Refuge. Any such behaviour will be grounds for instant dismissal.**

**Women’s Refuge Tamaki Makaurau requires that employees do not hold paid or voluntary position within likeminded organisations or have a relationship with organisations or individuals that may otherwise place them in conflict within their role in this organisation or may be detrimental to the reputation of the mission of Refuge. To maintain such relationships will mean we can no longer agree on the terms of this agreement and will be grounds for ending your employment.**

I have read, understood and been given a copy of this  
position description.

Name.....

Signed.....

Date.....