

## Schedule 1

### POSITION DESCRIPTION

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Position:	Data and Development Support
Location:	First Floor, 15 Walter Street, Te Aro, Wellington
Group:	National Collective of Independent Women's Refuge – National Office
Reporting to:	Data and Development Team Lead
Issue Date:	October 2023
Delegated Authority:	Nil
Staff Responsibility:	Nil

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#### **About us**

The Data and Development business unit is a part of the National Collective of Independent Women's Refuges. Our purpose is to liberate women, children, families and whānau 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 Data and Development Team is responsible for the management of NCIWR data and user support for a variety of online, cloud-based systems (client management, human resources, feedback, and the organisation's intra-web).

The aim of the Data and Development team is to promote safe, consistent, and professional good practice by member refuges across New Zealand and support reporting and accountability for our stakeholders, both internally and externally.

The daily operations of the Data and Development team requires the members to work autonomously for the most part, with regular meetings to provide updates and collaborate on the planning, implementation, and updating of the different systems and projects being managed to ensure positive outcomes for the team.

#### **Purpose of this Position**

The Data and Development Support role is responsible for assisting with multiple NCIWR projects and to engage and support affiliated refuges at a national, regional, and local level to strengthen data quality.

This position is high performing and requires an individual who is methodical, process and systems driven, who has excellent communication and can maintain great relationships with local refuges.

The emphasis is on:

- Providing support, and at times input for 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
- Information management support for colleagues and local 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 Data and Development Team and from the Chief Executive

### Working Relationships

Internal:

- Chief Executive
- Staff across the Data and Development team
- Staff across all other national office business units
- All Member Refuges
- Te Taumata o Te Kōwhai Core Group

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 contribute to the Data and Development Team's planning and processes</li> </ul>
Information Technology and Service Desk Assistance	<ul style="list-style-type: none"> <li>• Operations of the 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 basic technical problems</li> <li>• Develop and maintain procedures and reports that support our organisation to ensure strong data quality, information management, and cyber security practices.</li> <li>• Establish accounts for new users and assist with the maintenance and auditing of user accounts.</li> <li>• Support end-to-end processes for data fixes, cleansing of data and tidying up of software systems.</li> </ul>

Key Result Area	Accountabilities
	<ul style="list-style-type: none"> <li>• Process and record invoices and other administrative tasks related to the business unit</li> <li>• Analyse data and logs to spot underlying trends and potential issues.</li> <li>• Test, evaluate, and provide support in making decisions about new technology.</li> <li>• Support the implementation of new solutions or applications.</li> <li>• Communicate and disseminate information around new updates and best practice around information management/data quality/reporting to the data and development team, national office, and member refuges.</li> </ul>
Reporting and Analysis	<ul style="list-style-type: none"> <li>• As directed, assist in the administration, data collection, and preparation of reports and presentations</li> <li>• Identify opportunities for collaborative initiatives/projects</li> <li>• Provide quality information related to reporting and information management in response to requests by the Chief Executive, NCIWR management team and the key stakeholders</li> </ul>
Team Contribution	<ul style="list-style-type: none"> <li>• Contribute to processes within information management, privacy,</li> <li>• Contribute to the development of a positive and proactive team culture, actively reaching out and collaborating on projects</li> <li>• Build experience and competence in core practise and specialty in administration of the role</li> <li>• Undertakes 'on the job' training in other work areas within the wider team for ongoing development to assist with workload management during volume surges as directed</li> <li>• Identify and pursue connections between own work and that of other team members, including identifying where additional information and assistance can be provided together</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>• Communicate and disseminate information relating to NCIWR initiative and projects within NCIWR</li> <li>• Supporting national office business units and refuges to plan and implement good practice in information management, privacy, and security practice</li> <li>• Develop internal and external working and collaborative relationships, as appropriate</li> </ul>
Quality Assurance and 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, Data Development colleagues, all National Office staff, and Refuges to promote a cooperative and harmonious working environment 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 Data and Development Team 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 Data and Development Team 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 with data entry and information management
- Ability to collaborate on multiple projects
- A proficiency in Microsoft office (specifically in Excel), and willingness to learn
- A good understanding of what is required to work in the domestic violence sector along in coordination or delivery of services in a NGO environment.
- Experience in customer service and working from a customer focused perspective to achieve outcomes.
- Excellent writing and communication skills
- Sound analytical skills and solution focused
- Experience in risk assessment and project management
- A proven record of delivering consistent, high quality work as an individual and within a team environment
- Demonstrable relationship building and interpersonal skills, with the ability to exercise diplomacy, discretion, and professionalism.
- A good understanding of what is required to work in the domestic violence sector along in coordination or delivery of services in a NGO environment.

#### Desirable Knowledge and Experience

- Sound knowledge of relevant legislation around information sharing and privacy
- 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
- Good commitment to and understanding of Te Tiriti o Waitangi
- Experience working with government agencies, key stakeholders in the social services sector, iwi/Māori, and Pacific peoples organisation is helpful

#### Attributes/Competencies

- Strong problem solving skills – able to anticipate and resolve problems, and make decisions based on sound risk management analysis.
- Excellent verbal and written communication skills – able to facilitate meetings, deliver effective coaching/presentations.
- Strong analytical skills – able to analyse data to determine key facts, trends, and issues, and present robust analysis and conclusions.

- Strong relationship management skills – able to establish and maintain effective relationships.

**Self Management**

- Track and monitor your progress to ensure that others within the Data and Development team are updated on your
- 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
- Undertake regular supervision if required, to ensure that you can develop effective strategies that will assist you to complete your programme of work effectively

**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 Data and Development 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**

- 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**

- 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;

#### **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.