

SCHEDULE 1

POSITION DESCRIPTION

Position	Technical Build Support – part time 20 hrs per week
Location	Hybrid: Remote/Level 1, 15 Walter Street, Wellington
Group	National Collective of Independent Women’s Refuge – National Office
Reporting to	Reporting and Accountability Manager
Issue Date	TBC
Delegated Authority	Nil
Staff Responsibility	Nil

About us

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

Technical Build Support

The role of the Technical Build Support is to take creative direction from the Senior Learning Advisor to create tailored learning and development experiences and solutions which meet the defined organisation outcomes.

The Technical Build Support will take creative direction, including content, methodologies, assets, design, key languaging, technical and publishing tools from the Senior Learning Advisor to translate the vision of the learning and development experiences and solutions to build training resources aligned to organisational challenges and requirements.

KEY AREAS

Core tasks

Design, Production and Evaluation:

- Actively contribute to ongoing growth and evolution of NCIWR’s learning and development solutions and initiatives.
- Ensure NCIWR is providing high quality, up to date learning and development opportunities for all internal stakeholders to enhance NCIWR’s workforce capability.
- Actively contribute to the development of workforce learning processes.
- Maintain current knowledge of learning and development services, products, technologies and trends within the marketplace and how they contribute to NCIWR’s outcomes and strategies.
- Advise the Reporting and Accountability Manager of services, products, technologies and trends which are within the marketplace and how they contribute to NCIWR’s outcome strategies.
- Under the direction of the Senior Learning Advisor modify and adapt programmes and related materials in response to feedback from learners, stakeholders and subject matter experts.
- Assist in the development of tools for measuring the effectiveness of knowledge and skill transfer on the job.

Partnerships & Stakeholder Relationships

- Promote NCIWR as a trusted and trustworthy partner to all stakeholders.
- Support the CE and National Office management team to manage the NCIWR reputation with key stakeholders and the public.

Organisational

- Work with the Reporting and Accountability Manager and the Senior Learning Advisor to build understanding of good learning and development practice across NCIWR, including providing advice and support to colleagues within the National Office team.
- Share learning and development best practice, and support development to upskill and grow the confidence of peers, colleagues and member refugees in areas pertaining to learning and workforce capability development.

WORKING RELATIONSHIPS

Internal:

- Chief Executive
- Reporting and Accountability Manager
- Senior Learning Advisor
- National Office staff
- Member Refugees

External:

- Nil

CONDITIONS OF EMPLOYMENT

The Technical Build Support will be based remotely, and as required in Wellington with the National Office team.

Professional Knowledge and Experience

It is essential the Technical Build Support will have:

- Tertiary qualification, preferably in Design or extensive design experience in organisational capability development or learning and development, preferably in the social sector.
- Experience in every aspect of instructional design.
- Experience in designing training programmes using blended learning methods.
- Strong computer skills and competent using authoring tools and learning management systems, including strong knowledge of and experience with Articulate 360 and Learndash.
- Experience with using a range of learning technologies.
- Competent in using multi-media assets within a variety of learning environments.
- Able to grasp and interpret creative direction and uses feedback effectively.
- Strong understanding of NCIWR's cornerstones and values.
- Applied solution focussed skills and initiative.
- Strong planning, prioritising and execution of skills; attentive to details and deadlines; ability to manage multiple initiatives.
- Good relationship building skills.
- Ability to be flexible and to quickly adapt to the needs of the organisations changing demands.
- Demonstrated ability to work in a team environment and to develop and maintain effective work relationships, maintaining trust and credibility with managers and staff alike.

- Ability to share skills and transfer knowledge effectively.
- Highest level of integrity and promote transparency.
- Excellent communication skills, both written and oral.
- Strong commitment and understanding of Te Tiriti o Waitangi.
- Legal right to live and work in Aotearoa New Zealand.

Certificates, Licences, Registrations

Maintain a valid Driver's License

Opportunity location:

Remote/Wellington

Accountability and dimensions of position:

Number of direct reports: Nil
 Other formal NCIWR delegation level: Nil

Other requirements:

- Ability to travel to fulfil job requirements as required.
- Willing to fulfil other duties and requirements of the Chief Executive.
- Essential to have an interest in Māori achievement and working with Māori development principles.

MANDATORY ACHIEVEMENT AREAS FOR ALL NATIONAL OFFICE POSITIONS

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 no action or inaction will cause 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.
- Challenges own thinking about how best to respond and support sustainable efforts which focus on achieving 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.
- Promotes a strong stakeholder focus.
- Manages and develop own training and professional development within 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.

SCHEDULE 2

What is an employment relationship problem?

It can be anything which 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 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
Pamphlets/fact sheets from the Employment Relations Service.
- Their union (if they are a union member), a lawyer, a community law centre or an employee relations consultant.

Discuss the problem

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

Firstly, raise your concern with the 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 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 ERS can sign the agreed settlement, which will then be binding on the parties.
- If the 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 of 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 which give rise to the grievance occur or come to their attention. A personal grievance can only be raised outside this timeframe with the agreement of the Employer or in exceptional circumstances.