



**GirlGuiding**  
New Zealand

## **Guiding Development Manager National Senior Management**

- **Rare opportunity with a not-for-profit organisation**
- **National focus based in Christchurch**
- **Influential role**

GirlGuiding New Zealand is a not-for-profit, values-based organisation offering girls and young women a range of comprehensive programmes that encourage personal and social development, participation, leadership, outdoor and environmental appreciation and community awareness and involvement.

We provide a fun, safe environment where girls are encouraged to be themselves, where they can discover their potential and where their ambition is nurtured.

GirlGuiding New Zealand is the largest girls-only organisation in New Zealand and is an active member of the largest global female organisation in the world.

We are seeking a skilled, enthusiastic senior manager to lead and manage our Guiding Development team which focuses on the national development and delivery of the:

- Programme for girls
- Learning and Development programme for adult leaders
- Membership growth initiatives
- Leadership support services
- Administrative support

We are keen to hear from applicants who can offer us:

- A tertiary qualification in social services, leisure and recreation, education and/or management
- Proven experience of leading teams in service environment
- Proven experience of managing in a not-for-profit organization
- Effective relationship management and conflict resolution skills
- Proven ability to deliver results in accordance with customer expectations and frameworks

We can offer you:

- A progressive, positive and friendly work environment
- Learning and development opportunities to support you to achieve your professional goals
- Competitive remuneration package
- Great biscuits for morning tea...

To apply, please provide a covering letter addressing the key results areas in the job description along with a copy of your CV.

For further information or to receive a copy of the job description please email our Chief Executive, Ruth Teasdale at [ruth.teasdale@girlguidingnz.org.nz](mailto:ruth.teasdale@girlguidingnz.org.nz)

**Applications close at 5pm Monday 1 March 2010.**

## JOB PROFILE

**Job Title: Guiding Development Manager**

**Team:** Guiding Development

**Reporting to:** Chief Executive

**Location:** Based in Christchurch



### **GirlGuiding New Zealand – *Nga Kohine Whakamahiri O Aotearoa***

GirlGuiding New Zealand has been the leading girls' organisation in New Zealand since its establishment in 1908, when it led the world in being the first national organisation established specifically for girls and young women.

From these visionary beginnings, GirlGuiding NZ remains a values based organisation which prepares girls for making the most of life ahead. Our aim is to help them develop skills, knowledge, values and a sense of adventure through an informal learning programme that's designed to be relevant to the interests of today's girls.

We provide a fun, safe environment where girls are encouraged to be themselves, where they can discover their potential and where their ambition is nurtured.

Guiding continues to focus on giving girls and young women the opportunity to enjoy a wide variety of social, recreational and community action experience that encourages them to help themselves and help others.

As a member of the World Association of Girl Guiding and Girl Scouts, (the largest female organisation of the world with over 10 million members), GirlGuiding New Zealand is part of an influential global community.

#### **Our statement of purpose:**

We enable girls and young women to reach their full potential and make a difference in the world.

#### **Our vision:**

A dynamic values based organisation, valued by girls, leaders and the community, continually strengthened through:

- Investing in quality leadership and quality girl-centred programmes.
- Effectively utilizing all our available resources (knowledge, people and finances).
- Building partnerships with diverse communities and being responsible to changing needs.

#### **Our strategic goals are:**

- Growing our membership.
- Our membership reflecting the diversity of the New Zealand population.

- Streamlining processes, systems and programmes to make it simple for leaders to deliver a quality Guiding experience for girls.
- Providing opportunities for the voice of girls and young women to be heard on issues that affect them.

### **Our values statement**

Members of GirlGuiding New Zealand commit to:

- Valuing and empowering girls
- Honesty and reliability
- A culture of friendliness and ambitious fun
- Connecting and working co-operatively with others and the community
- Responsible and accountable behaviour
- Respect and service to others
- Wise use of resources
- Accepting and providing challenges and learning from them
- Caring for the environment
- Cultural inclusiveness and understanding our global connections

### **Guiding Development**

The Guiding Development team works to facilitate the development of GirlGuiding in New Zealand through the development and delivery of the:

- Girl programme;
- Learning and Development programme for adult leaders;
- Membership growth initiatives;
- Leadership support services; and
- Administrative support.

The Guiding Development team has staff in Auckland, Hamilton, Wellington and Christchurch.

Overall, the Guiding Development team has 24 staff.

The following six staff report directly to the Guiding Development Manager:

- Administration Team Leader
- Outdoor Programme Co-ordinator
- Zone Managers (4)

A further 18 staff report to the Guiding Development Managers' direct reports.

The Guiding Development Manager receives advice and support from two National Advisers – the National Adviser Leadership and the National Adviser Programme. The National Advisers are enrolled members of GirlGuiding New Zealand who have an in depth understanding/interest in the particular operational areas of Guiding which they advise on.

## Position Summary

The purpose of the position is to provide leadership and management of the Guiding Development team, making a key contribution to the achievement of the strategic objectives of growth, diversity, streamlining and advocacy. The Guiding Development Manager will contribute to the broader management and direction of the organisation as a member of the senior management team.

Key Result Areas	Demonstrated By
Leadership	<ul style="list-style-type: none"> <li>• Significant contribution to short and long-term organisational planning and strategy as a member of the Senior Management team and as the leader of the Guiding Development team.</li> <li>• Consistently providing a positive role model.</li> <li>• Direct reports receive support and regular feedback and coaching.</li> </ul>
Operational Management	<ul style="list-style-type: none"> <li>• Effective and efficient development and delivery of programme, learning and development, international, administration and Zone Office support to Guiding members</li> </ul>
Human Resources and Relationship Management	<ul style="list-style-type: none"> <li>• Active best practice management of staff, including performance coaching and management and learning and development</li> <li>• Co-operative relationships with volunteers and members.</li> <li>• Positive relationships with all stakeholder groups.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Taking personal responsibility and providing strong leadership in keeping self and others free from harm.</li> </ul>
Cultural Diversity	<ul style="list-style-type: none"> <li>• Developing and leading initiatives to promote and support the growth of cultural diversity within GirlGuiding NZ's membership.</li> </ul>
Continuous Learning	<ul style="list-style-type: none"> <li>• Takes responsibility for own learning and development and maintains currency of skills and knowledge.</li> </ul>

## Special Requirements

### - Education, Skills, Knowledge, Experience

- Tertiary qualification in either social services, leisure and recreation, education or management;
- Proven experience of leading teams in service environments;
- Proven experience of managing in a not for profit organisation;
- Effective relationship management and conflict resolution skills;
- Proven ability to deliver results in accordance with customer expectations and timeframes.

Experience as an Adult Leader with GirlGuiding New Zealand would be an advantage.

Competence in Te Reo and/or Tikanga Maori would be an advantage.

## Competencies

Competencies describe behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The competencies required for this job are outlined below.

- Achieves Outcomes
- Provides Outstanding Service
- Collaborates and Builds Relationships
- Manages Personal Responsibilities
- Leading Performance

### **Achieves Outcomes**

*- is proactive and innovative, and solves problems whilst managing risks, to produce worthwhile outcomes in our work and for the members of GirlGuiding New Zealand.*

### **Performance indicators:**

- Develops strategies to achieve outcomes
- Seeks strategic alliances to achieve outcomes
- Leads team or GGNZ initiatives
- Delivers on multiple projects or programmes
- Evaluates outcomes of initiatives
- Identifies strategic and organizational risks
- Anticipates threats and opportunities to achieving outcomes
- Leads inclusive planning processes
- Ensures initiatives and interventions support successful outcomes for all

## **Provides Outstanding Service**

*- delivers professional, effective service to internal and external stakeholders.*

### **Performance indicators:**

- Ensures the stakeholder has clear, adequate and accessible information on services and processes.
- Ensures services meet the needs of and are accessible to the full range of stakeholders.
- Encourages and inspires other to provide quality service.
- Ensures stakeholders are treated fairly, reasonably and equitably.
- Monitors stakeholder satisfaction, acting on feedback promptly and without defensiveness.
- Reviews and improves processes and procedures to improve service delivery.

## **Collaborates and Builds Relationships**

*- works co-operatively, positively and effectively with and for colleagues, members, other agencies, suppliers and other stakeholders, to achieve outcomes.*

### **Performance indicators:**

- Visible and accessible to members, staff and other stakeholders.
- Initiates consultation with full range of stakeholder groups as appropriate.
- Works and influences across boundaries.
- Creates a culturally safe work environment to attract and develop a diverse workforce.
- Operates effectively in a range of cultural settings.
- Creates opportunities and processes to support creativity, sharing of information and ideas.
- Pulls disparate views into a coherent position.
- Proactively manages positive working relationships.
- Reaches negotiated positions without damaging relationships.
- Handles issues that are politically sensitive.

## **Manages Responsibilities**

*- demonstrates the personal, professional, and ethical conduct required as a staff member of GirlGuiding New Zealand through responsible and accountable behaviour, accepting and providing challenges and learning from them.*

### **Performance indicators:**

- Regularly assesses long term goals.
- Looks for challenging learning opportunities.
- Continually extends intellectual and emotional skills.
- Reinforces values and principles through actions and words.
- Observes trends and develops strategies for the future.
- Demonstrates a flexible approach and finds solutions for a range of business issues.
- Accepts and communicates socio-political realities, implications and directions.
- Maintains performance under pressure.

## **Leads Performance**

*- leads and manages people and resources. Accepts the challenge for developing, coaching and nurturing team members. Maximizes the quality and contributions of staff to achieve outputs, and create an environment where team members to take responsibility for their actions in order to achieve strategic and operational plan outcomes. Manages resources, demonstrating a sound understanding of and application of the most effective and efficient management practices to achieve GGNZ outputs and objectives.*

### **Performance indicators:**

- Gives honest, accurate and timely feedback – seeking solutions not blame – encouraging initiative and innovative actions looking for learning from mistakes.
- Coaches people to develop their capability and encourages their personal development.
- Plans and organizes delegating accountability and responsibility. appropriately, giving others the latitude to do the task and develop
- Recognizes and rewards achievement.
- Confronts poor performance and unacceptable behaviour, in a timely manner, instigating appropriate remedial action to fix the problem not just the symptoms.
- Seeks feedback on own performance, accepting constructive criticism without becoming defensive.

## **Success in the Job**

You will know you have been met all expectations when you have achieved the results and demonstrated the competencies listed above.

Note: Job profiles and competencies may change over time. Job holders will be notified of any changes. Consultation will take place in the event of any material changes that affect the overall scope, function or possibly size of the job.

### **Approved:**

<b>Authorized Signature: ADD</b>	
<b>Name:</b>	Ruth Teasdale
<b>Position:</b>	Chief Executive
<b>Date:</b> 12 February 2010	