

AMANA TRUST BOARD

JOB DESCRIPTION

JOB TITLE

Community development and operations manager

PURPOSE

- To provide operations support for the organisation so they can achieve their strategic priorities in a professional and effective manner.

SPECIFIC DUTIES & RESPONSIBILITIES

Coordination

- Work with project leads to plan and prioritise their projects.
- Identify areas to support project leads e.g. event coordination, stakeholder management plans, grant management.
- Identifying events from the annual work plan and support project leads to organise the events.
- Coordinate and schedule status reviews for each project with the project lead and Board Chair.
- Ensure reports from project leads are provided to the Board.
- Manage general inboxes and ensure all queries are responded to in a timely manner by the appropriate person.

Planning support

- Create templates for strategic, annual, programme and project plans.
- Assist project leads/committees to populate their plans into the templates.
- Facilitate milestone planning for annual and three-year plans.

Policies and processes

- Support the Board to identify a list of policies and processes to be drafted.
- Draft policies and make recommendations to the Board about adopting policies and processes.
- Implement a review schedule for reviewing policies and processes.
- Train staff and volunteers in policies and processes.

Grant management

- Actively explore funding opportunities and prepare regular reports for the board with dates, amounts, criteria.
- Draft funding proposals.
- Actively monitor reporting deadlines and draft funding reports for workstream leads approval.
- Advise project leads on what information they need to capture in their projects in order to meet funding criteria as well as supporting them to capture this information.

Human resources

- Create job descriptions for paid and volunteer roles.
- Manage recruitment processes for paid and volunteer roles.
- Train and support project leads with paid reports manage leave entitlements and balances.
- Keep Board up to date on employment law changes.

Information management

- Ensure all electronic information is organised in a user-friendly and systematic way.

- Regularly review permissions to ensure privacy and information security.
- Provide coaching for staff to use information management system.

Outsourcing and delegation

- Outsource and propose budgets for work that requires specialist skills.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

- Tertiary qualification in management or equivalent experience.
- Two years experience in project management or coordination.
- Excellent organisational and administrative skills.
- Experience with policy and process development and implementation.
- Demonstrated achievements in service delivery, cost management, team leadership, quality and process improvement.
- A demonstrated ability to respond effectively to change and to raise performance standards as changes in the environment create opportunities to do so.
- Good planning and problem solving skills and ability to prioritise and manage multiple tasks.
- Excellent communication skills both verbal and written.
- NGO experience preferred
- Cross-cultural competency
- Knowledge of traditional Islamic beliefs and understanding of Muslim communities in Aotearoa New Zealand preferred