

**TITLE: GENERAL MANAGER**

**ORGANISATION: Waikato Youth Empowerment Trust  
(known as Graeme Dingle Foundation, Waikato)**

**REPORTS TO: Board Chair**

**DIRECT REPORTS: Programme and Administration Staff**

The Graeme Dingle Foundation ("the Foundation") is a leader in the field of Child/Youth Development in New Zealand. The Foundation provides children and young people with the opportunity to build self-confidence and learn valuable life skills by participating in a number of unique developmental programmes. Current programmes include Project K, Stars, Kiwi Can, Career Navigator and MYND.

The Foundation licenses charitable trusts around New Zealand to deliver the Foundation's Programmes in their region. The Foundation's National Support Office ("NSO") supports Licensees with: quality assurance, moderation, evaluation, training, programme development, and national sponsorship and funding.

WYET currently delivers Career Navigator, Stars and Kiwi Can in the Waikato Region.

#### **PURPOSE OF THE ROLE**

- To manage and co-ordinate staff, resources, providers/stakeholders (schools) and mentors to deliver the licensed programmes in the region, with a focus on ensuring high quality outcomes for programme participants.
- To engage with our community, being responsive and gaining its support for what we do.
- To work within the Foundation's policies, procedures and Licence Agreement in conjunction with WYET's Board of Trustees.
- Health and Safety Officers for the Trust, taking responsibility for all Health and Safety processes and procedures.
- To complete timely and accurate management of all finance, administration and risk requirements for WYET in accordance with accounting and regulatory standards.
- To lead the brand recognition and profile in line with the Graeme Dingle Foundation Brand Guidelines, relationship management and fundraising efforts for the region, working with Trustees and closely with National Support Office (NSO) to ensure WYET has a strong profile and sufficient funding is received to deliver existing and increased programmes.

#### **KEY RELATIONSHIPS**

##### ***Internal***

- Trustees
- Staff
- NSO staff
- Other Foundation Regional Managers and Staff

### **External**

- Students, parents, mentors
- Schools, principals and teachers
- Community groups and other key stakeholders
- Contractors and suppliers/service providers
- Corporate, Foundation/Philanthropic, and Individual Donors
- Sponsors, community groups and other key stakeholders

## **RESPONSIBILITIES**

### **The General Manager is responsible for:**

#### **Programme delivery**

- Lead and manage programme delivery staff and contractors (if applicable) to ensure the Foundation's Programmes in our region are delivered to a high quality, in compliance with programme manuals, and programme administrative requirements are met.
- Lead programme managers to effectively manage school relationships and support these as required.
- Ensure programme safety requirements are met.

#### **Health Safety & Wellbeing**

- Lead and maintain a health and safety culture.
- Work with NSO for continual improvement of the "Safe 365" H&S health and safety self-assessment and continuous improvement service including a Health and Safety audit.
- Ensure there are adequate health and safety controls in place for health and safety risks across the team and within our school and programme partner environments. (Safe 365).
- Ensure staff, young people, volunteers, contractors and visitors receive the appropriate information, instruction and training necessary for them to safely carry out the activities of the Foundation and that they hold the necessary qualities or competencies to perform those activities.

#### **Coaching and Team Leadership**

- Develop high performing staff through coaching and mentoring.
- Create a team environment where team members support each other and work together effectively to achieve trust objectives.
- Ensure compliance with employment law and generally accepted HR practises (for example, inductions completed, accurate job descriptions in place, and annual appraisals carried out).
- Support managers with recruitment, performance and coaching on a regular basis

#### **Community Engagement**

- Active contribution with NSO network of regional managers through monthly meetings, biannual conferences, national partnerships and events.

- Liaise and consult with schools, sponsors, community groups and other stakeholders to improve WYET's understanding of community needs and identify opportunities for collaboration.
- Represent WYET and Graeme Dingle Foundation in community networking and partnership activities
- Engage in community led activities to ensure the continued support and recognition of our programmes

### **Profile, Fundraising, Marketing and Relationship Management**

- Be the face of WYET working collaboratively with our group Chief Executive and founders ensuring our profile is well recognised and respected.
- Develop and implement an annual fundraising plan securing sufficient operational income to meet the budgeted annual costs and agreed future goals of WYET. Drive fundraising events including Drop for Youth and other regional and national initiatives.
- Oversee grant application and accountabilities process ensuring accuracy and that deadlines are met.
- Develop a Partnership Plan to build strong positive relationships with each sponsors and to introduce new sponsors to the Foundation.
- Oversee the successful delivery of high profile brand events including Excellence Awards
- Develop and implement a marketing/communication plan for our region in line with the national Graeme Dingle Foundation brand guidelines
- Communicate regularly with supporters via EDM, meetings, events and other opportunities.
- Ensure compliance with sponsorship and grant agreements including all required reporting.

### **Reporting & Communication**

- Provide timely & accurate reports for WYET and NSO.
- Ensure board is fully informed of relevant issues and information in a timely manner (no surprises).
- Provide reporting as require to grant funders and sponsors

### **Financial, Legal and Statutory, Business Planning**

- Work with the annual budget and business plan, in conjunction with the Board Trustees. Manage and monitor WYET finances within financial delegations and approved budget. Ensure all financial reporting, budgets and forecasts are timely and accurate.
- Monitor income generation and track to projected budget. Adapt activities as needed to ensure funding matches expectations.
- Ensure Trust activities comply with all relevant Trust and Foundation policies and procedures.
- Risk management: regularly review risk management practises and processes to ensure risks are identified, recorded, managed and minimised.

## Other

- Carry out all tasks in a professional & timely manner, and in the spirit of being an effective team member.
- To assist with other duties as may be reasonably requested.

## KPIS

- Work with the objectives as per WYET's Annual Business Plan and Budgets.
- Achieve targeted fundraising and profile goals.
- Favourable satisfaction levels from all stakeholders, including board, schools, staff, NSO, supporters, contractors etc.
- Complete end of Term reviews with Schools to obtain feedback as to performance and delivery of programmes and associated staff that deliver said programmes.

## PERSON SPECIFICATION

### Experience and Qualifications

- Experience in general management, business planning and development, financial reporting, risk management, team leadership.
- Strong relationship skills, organisational skills, administration skills and the ability to lead people.
- Strong marketing, fundraising and sales skills.
- Experience with the not-for-profit sector is an advantage.
- Relevant qualification.

### Personal Attributes

- High level of organisational skills.
- Strong relationship building skills & an ability to lead, coach and manage others.
- Ability to represent the Foundation.
- Open to change and developing an empowered culture.
- A passion for working with Youth and making a difference to young peoples' lives.
- Demonstrates and role-models the values of the Foundation's programmes.
- Excellent interpersonal skills (oral and written and public relations competency).
- Awareness and appreciation of cultural diversity and the ability to work with all.
- Understanding of Tikanga Maori and protocols.
- A 'can do' attitude.

### Competencies

**Business Management:** Demonstrates high level of competency to prepare Annual Business Plan sand Budgets. Good levels of financial literacy, management and financial reporting.

**Relationship Management:** Develops and nurtures key community/corporate relationships.

**Specialist Knowledge:** Demonstrates high level of technical knowledge in all areas of programme development and delivery, and has a good understanding of the youth and the education sector(s).

**Leadership and People Development:** Leads, develops and ensures high performing team via coaching and mentoring to achieve Annual Plan.

**Fundraising:** Demonstrate knowledge, experience and success in effective fundraising strategies.

**Communication:** Highly effective oral and written communication skills.

**Problem Solving:** Is able to produce effective solutions to problems.

**Planning and Organisation;** Plans activities, sets priorities and allocates resources.

**Personal Effectiveness;** Demonstrates personal effectiveness in terms of work attitude, style and approach.