

RAGLAN HOUSE JOB DESCRIPTION

POSITION	Raglan House Manager
EMPLOYED BY	The Raglan Community House Society (Inc)
RESPONSIBLE TO	Chairperson of the Committee
LOCATION	Raglan
FUNCTIONAL RELATIONSHIPS	Staff reporting to role Public Relations Advisor Raglan Community House Committee Counsellors and CV service contractor Clients and their family/Whānau Organisations using the House on a regular basis Cultural Advisor General public using the House
ORGANISATION VALUES	Integrity; by being honest, trustworthy, confidential, competent and transparent. Empowerment; by encouraging learning, initiative and challenge. Caring; by being respectful and empathetic. Innovation; by being proactive in anticipating community needs, and finding creative ways of doing things. Diversity; by being inclusive, open, accessible and co-operative.

PRIMARY OBJECTIVE

The purpose of the Raglan House Manager is to ensure the effective and efficient leadership, management, co-ordination and administration of the operations and delivery of customer service of the Raglan Community House - on behalf of the Raglan Community House Society Inc.

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KEY RESPONSIBILITIES

Key Accountability:	Expected Outcome:
<p>General</p> <p>To manage the Raglan House operations and provide leadership and management of employees and volunteers</p>	<ul style="list-style-type: none"> • House operations are planned and managed to ensure cost effective and efficient provision of service delivery, including administration of the House • Develop and maintain effective communication within the Raglan House • Develop and manage staff to ensure effective use of resources • Adherence to the Delegations of Authority Policy • Manage the volunteer pool to enhance the services of Raglan House and recognise the value of volunteers within the community, including induction and retention activities • Provide oversight and management of the Bargain Basement, including the management of the volunteer Bargain Basement Co-ordinator • Reports are relevant, timely and current and available for monthly Committee Meetings or any other sub committees or project teams as required • Completes submissions for funding to required standard and specification • Ensure data and reporting to meet accountability requirements are accurately gathered and reported within required timeframes and standards • Manage on site contractors • Liaise with organisations that regularly use the House for visits e.g. WINZ • Complete the necessary administration to support the running of the House, delegating to the Administrator as appropriate. This includes ordering supplies, bookings etc • Ensure policies and procedures are maintained and updated to ensure compliance and best practice within sector • Provide back up to the Administrator role to ensure business continuity
<p>Customer Service</p>	<ul style="list-style-type: none"> • Provide reception/ front of house for the Raglan House

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<p>To provide front of house service to clients and customers of the Raglan House</p>	<p>opening hours, including opening and closing of House</p> <ul style="list-style-type: none"> • Ensure that systems and processes are implemented to ensure excellent customer service delivery • Manage coverage of the front of house to minimise any periods of non-coverage
<p>Planning Leads and implements organisation planning</p>	<ul style="list-style-type: none"> • Actively participates, drives and implements Committee planning • Prepares annual budget and business plan and presents for Committee approval. • Capital Expenditure items are identified and justifications prepared for purchase approval • Maintenance and infrastructure plans are developed and implemented
<p>Communication To proactively manage communications within the House, including implementing the social media strategy.</p>	<ul style="list-style-type: none"> • Ensure a regular newsletter is sent to all volunteers and staff. • Ensure the social media strategy is implemented and various media are regularly monitored, updated and responded to in a timely manner, including website. • Liaise with the External Relationship Manager to ensure that opportunities within the community are maximised and support for events is provided

<p>Employee Management Maintains and ensures motivated and skilled staff are recruited and retained to meet the requirements of service delivery</p> <p>Human Resources Overall responsibility for management of all human resource activities including implementation and adherence to policies,</p>	<ul style="list-style-type: none"> • Recruitment and selection policies and procedures are followed to ensure the appropriate people with appropriate skills are appointed to positions according to service needs • Individual Employment Agreements are negotiated to meet the needs of service delivery • All employees receive an annual performance review • Responsible for all direct reports • Employees have ready access to training and development relevant to contractual and professional development requirements. • Identifies and supports appropriate training and
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<p>procedures and best practice</p>	<p>development opportunities for all employees.</p> <ul style="list-style-type: none"> • Performance issues are addressed in a timely and appropriate manner. • Undertakes overall leave management • Is familiar with and up to date with current, relevant HR legislation e.g. Employment Relations Act, Holidays Act, Wages Protection Act, HASE Act etc.
<p>Health and Safety</p> <p>Ensures the Committee meets the requirements of the Health and Safety in Employment Act and that employees are aware and committed to their own safety, clients' safety and the safety of the general public</p>	<ul style="list-style-type: none"> • Overviews health and safety systems and ensure that the Committee is meeting all its legislative and contractual requirements, standards and obligations. • Identify and report hazards to the Committee and recommend action required to minimise, isolate or remove the hazard. Ensure that remedial action is taken to minimise risk to all parties throughout this process based on the overall risk. • Keeps self safe and is a role model for best practice health, safety and wellbeing practices.
<p>Cultural Awareness</p> <p>Achieves and maintains a level of cultural awareness relevant to the organisation.</p>	<ul style="list-style-type: none"> • Develop and promote cultural awareness within staff and volunteers to ensure Raglan House is culturally responsive and adhering to the Treaty of Waitangi • Ensure policies, procedures and communications apply the principles of the Treaty of Waitangi • Liaise with the Cultural Advisor to ensure that any gaps or issues are identified and appropriate corrective action taken • Opportunities provided will be 'taken up' to enable expansion of knowledge and skills and keeping up-to-date in order to perform this role effectively

COMPETENCIES

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	<ul style="list-style-type: none"> • Exemplary interpersonal skills • Strong communication (written and oral) • Professional • Diplomatic • Team Leadership skills • Results Driven • Solution focussed • Attention to detail • Strong customer service • Computer skills • Willing to undertake any other training required to meet the organisation’s contract obligations and the scope of the position
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PERSON SPECIFICATIONS

Qualifications:

- Tertiary qualification in business or administration and/or relevant industry experience

Personal Attributes

- Expert Communicator at all levels
- Personal integrity
- A high level of initiative
- Honesty
- Optimistic
- Resilient
- Good self knowledge – able to identify personal limits
- Self-motivation
- Sense of humour
- Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities and cultural awareness

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Knowledge and Experience

- Demonstrated understanding of not for profit organisations, preferably in social sector.
- Knowledge of the operational management best practice and/or minimum of five (5) years’ experience in management, ideally in social services setting
- Financially astute - able to plan and budget to a high level and understand financial management and reporting
- Proven desire and skill to lead others and build a highly engaged, effective team
- A very high level of understanding and commitment to customer service
- Excellent oral and written communications skills
- Understanding of social media and its effective use
- Commitment to the on-going improvement and growth of the House
- Willing to undertake training and development relevant to the role
- An understanding and working knowledge of the principles of the Treaty of Waitangi and cultural awareness

Signed by Incumbent..... Date.....

Signed by Manager..... Date.....

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