

POSITION DESCRIPTION: CENTRE MANAGER	
REPORTS TO:	Operations Manager
DIRECT REPORTS:	All Centre Staff
LOCATION:	Regional Centre Office
KEY INTERNAL RELATIONSHIPS	Centre staff, volunteers, learners, National Office staff, centre managers.
KEY EXTERNAL RELATIONSHIPS	Learner communities, funders & project partners, Adult & Community Education providers and professional bodies, employers, ethnic communities, other settlement organisations/ support agencies, local & central government (as appropriate).
POSITION PURPOSE	The Centre Manager provides operational leadership within the vision, purpose, values, Guiding Principles and Strategic Plan of English Language Partners New Zealand to ensure an effective and viable centre that gives excellent quality services to its learners.
LAST REVIEWED	August 2020

OUR ORGANISATION	
OUR VISION	Former refugees and migrants participate successfully in all aspects of life in Aotearoa New Zealand.
OUR PURPOSE	To deliver English language programmes and enable effective settlement.
OUR VALUES	<p>Diversity: we are welcoming</p> <p>Partnership: we work together for success</p> <p>Respect: we care, we listen and respond</p> <p>Excellence: we value our work and aim high</p>
ABOUT US	English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with migrants and former refugees and operates in 23 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are registered with NZQA and our activities are primarily funded by the Tertiary Education Commission. The national office is in Wellington.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p>1. Operational Management</p> <p><i>The Centre Manager is responsible for all operational aspects of the centre, involving administration, coordinating, planning, budgeting, developing new initiatives, marketing, and communication with a wide range of people.</i></p> <p><i>The Centre Manager is a confident user of data to guide decisions.</i></p>	<ul style="list-style-type: none"> • Day-to-day operations of the centre are effectively and efficiently managed within the centre’s annual operation plan, budget, and the organisation’s policies and procedures and relevant legislation. • Financial management activities adhere to policy and are completed to deadline. They include but are not limited to budget preparation, monitoring financial reports, invoice approval, payroll submission and approval, grant reporting. Opportunities to enhance the financial performance of the centre are identified and actioned. • High quality programmes are delivered that are responsive to learner need and influenced by learner and community feedback (including ethnic communities). • The centre’s capability to deliver online courses is supported and encouraged by developing staff and learner capability in this area. • Learners are recruited, enrolled, assessed, and placed in programmes appropriate to their needs. This includes marketing to actively grow the learner base for the centre. • Programmes are coordinated, delivered and reported on as per programme requirements, reporting periods and targets. • Data on the Student Management System is completely accurate, up-to-date and recorded within set deadlines. • New initiatives are developed (timely, cost effective and linked to an identifiable need). Staff are supported to implement change. • Reporting requirements are met on time and to a high standard. • Management reports demonstrate competent reflection and analysis of the centre’s activities. • Annual centre plans are developed that links to targets and budgets set by the organisation and responds to local community needs. • Local grant funding is secured to support the achievement of centre activities.
<p>2. Staff and Volunteer Management and Leadership</p> <p><i>The Centre Manager is responsible for the day-to-day people management of the centre; recruiting and developing staff (paid and unpaid), fostering top performance and proactively managing staff issues as they arise.</i></p>	<ul style="list-style-type: none"> • Staff, volunteers and contractors receive the management and leadership they need to be effective in their roles. • A supportive team culture is built and maintained that is consistent with ELP’s values. Staff and volunteers are supported to achieve the ELPNZ’s vision. • HR tasks are carried out effectively, within required timeframes using ELPNZ’s systems and processes: recruit, employ and induct appropriately skilled staff, approve centre payroll and leave applications, maintain accurate staff records, run staff meetings, set goals and carry out performance appraisals, manage performance and support staff. • Appropriately skilled volunteers are recruited, trained, matched with an activity, and managed.

KEY ACCOUNTABILITIES	KEY OUTCOMES
	<ul style="list-style-type: none"> • The ongoing professional development of staff and volunteers is delivered. • Support staff through change/restructure processes as required.
<p>3. Relationship Management</p> <p><i>The Centre Manager acts as a key representative for their centre with staff, learners, volunteers, community & ethnic groups, local businesses, and industry stakeholders for ELPNZ activities, and works proactively to lift engagement with their community on behalf of ELPNZ.</i></p> <p><i>The Centre Manger promotes the two way flow of information in the centre on local and national issues.</i></p>	<ul style="list-style-type: none"> • English Language Partners is positioned as a responsive, well-known credible organisation in the region. The interests of the organisation, and former refugee and migrant communities are promoted through effective and targeted advocacy. • Relationships with the local community and businesses are developed and maintained through regular networking and liaison in order to uncover and respond to learner needs and increase service delivery in the region. • Strong connections with local social services, migrant and former refugee communities are developed and maintained. Migrant and former refugee trends and needs in the region are identified and actioned through these connections. • A stakeholder plan is developed and maintained to guide effective engagement and reporting. • The centre’s activities are effectively promoted and marketed across a variety of channels, particularly online. • The centre’s online presence is developed and enhanced though careful use of social media channels and online communication. • Staff and volunteers are kept informed about what is happening nationally and the national office informed about what is happening locally.
<p>4. Strategic and organisational development</p> <p><i>The Centre Manager will contribute to the overall development and direction of ELPNZ by sharing their insights and learnings with their manager and peers and taking up opportunities to participate in national initiatives.</i></p>	<ul style="list-style-type: none"> • Proactively contributes to the development of national strategic directions including input and discussion from the local community. • Participates enthusiastically in new national initiatives, as appropriate. • Proactively engages with other centre managers and national office staff at meetings and training. • Centre staff are supported to positively engage in the development of ELPNZ so the organisation can be the best it possibly can.
<p>5. Evaluative self-assessment (ESA)</p> <p><i>The Centre Manager fosters a culture of continuous learning where analysis and reflection on data and activities is fully</i></p>	<ul style="list-style-type: none"> • A culture of continuous improvement and innovation is fostered where information and data effectively inform ongoing development of practices and organisational learning. • Proactively participates in annual ESA activities including quality standard reviews and NZQA External Evaluation and Reviews. • Staff, volunteers and learners of the centre understand and participate fully in evaluative self-assessment processes.

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<p><i>integrated into the way they and their staff work.</i></p> <p><i>Staff are supported to demonstrate the centre's strength and plans for improvement.</i></p>	<ul style="list-style-type: none"> • Processes and systems that support the efficient and effective functioning of the centre are identified and developed. • Services delivered by the centre are relevant to stakeholders' needs and managed, monitored and reported to ensure the overall strategic direction and organisational outcomes are achieved. • The Guiding Principles, values, policies and procedures are observed in all undertakings.
<p>6. Professional Development & Project Work</p> <p><i>The Centre Manager contributes to their own professional development, and undertakes additional duties and team or organisational projects as required and delegated by the Operations Manager, to meet the priorities and needs of the business.</i></p>	<ul style="list-style-type: none"> • Personal professional standards are maintained through regular professional development including attendance at ELPNZ trainings, meetings and Sharefest (ELPNZ internal conference). • The manager is responsible for ensuring the achievement of all outputs and outcomes detailed in: <ul style="list-style-type: none"> ○ The manager's annual performance agreement which includes the centre's annual operation plan ○ Monthly Manager reports and Target Tracking reports ○ Other key documents such as agreements and contracts with other funders/organisations; ○ ELPNZ policies, procedures and programme requirements • These documents, and others as agreed, will form the basis of the Manager's annual performance appraisal. • Where delegated, additional duties and projects are undertaken as required to meet the priorities and emerging needs of the business. • Team members, project leads and members and others value the contribution, expertise and professionalism of the Centre Manager.
<p>7. Health, Safety & Wellbeing</p> <p><i>The Centre Manager proactively engages and leads by example in all areas of health, safety and wellbeing of the organisation.</i></p>	<ul style="list-style-type: none"> • Supports emergency response as part of Business Continuity Planning (BCP) for the organisation, at both centre and national level. • Complies with and regularly monitors workplace safety management practices, policies and procedures to support a culture of health, safety and wellbeing. • Health and safety incidents are reported in a timely fashion and hazards managed appropriately. • Staff are empowered to engage in health, safety and wellbeing conversations and initiatives.

PERSON SPECIFICATION

Education & Experience

Essential

- Tertiary degree in a relevant discipline such as not-for-profit management, management, business studies
- Proven experience in organisation management/general management experience (5+ years) preferably in the community/not-for-profit sector, experienced in applying strategic thinking and planning
- Proven staff management/team leadership experience (5+ years)
- Experience in change management process

Desirable

- Qualification and experience in TESOL (or other equivalent qualification)
- Experience in community development, adult education, and/or volunteer management
- Fundraising skills and experience
- Knowledge of ESOL learning theory and practice
- Experience supporting/delivering online teaching
- Good understanding of technology for teaching

Specialist Knowledge and Technical Skills

Essential

- Networking and relationship management skills; has had experience of building networks within a role and leveraging those relationships for mutual benefit, ideally has well developed networks and strong stakeholder engagement in place in the community
- An understanding of or willingness to learn about the issues relevant to the former refugee and migrant communities nationally and in your region
- Financial nous - ability to analyse and understand financial information/manage budgets
- Project management – ability to plan, delegate and organise resources to deliver agreed outcomes
- Highly competent IT user with the ability to learn and adopt new technology to carry out operational requirements. Committed to keeping abreast of technological change. Intermediate to advanced MS Word, Outlook & Excel skills, comfortable using cloud based systems (H&S reporting, payroll, and performance management) and customer management databases or similar (Student Management System).

Desirable

- Able to speak a language other than English
- Knowledge of education and immigration sectors as they affect former refugees and migrants
- Experience in the use of social media and online marketing for business use

Other Requirements

- Current clean driver's licence and able to use own vehicle for travel
- Able to work irregular hours, occasionally involving several days away from home at a time
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
- Commitment to the Treaty of Waitangi and knowledge of how it applies to migrants and former refugees in Aotearoa/New Zealand

KEY COMPETENCIES

Planning and Organising – Sets clearly defined objectives and plans activities and projects well in advance, taking account of possible changing circumstances. Works consistently to deliver a high standard of work and monitors performance against deadlines and targets.

Leading and Supervising – Provides others with clear direction, motivates and empowers staff to deliver excellence in their work. Recruits high calibre staff and provides them with development opportunities and coaching. Works inclusively with others and models behaviour that generates a culture of partnership and respect.

Deciding and Taking Action – Makes well informed and clear decisions that are appropriate within the organisation's policies and procedures. Considers what impact decisions have on the centre and the larger organisation. Works under own direction, takes initiative, generates activity, and introduces improvements into work processes as opportunities arise.

Relating and Networking – Establishes and maintains effective relationships with others and is able to collaborate internally and externally. Communicates openly and effectively with others, shares information and expertise with them, listens to others' points of view and manages conflict effectively. Models appropriate cross-cultural communication skills, showing sensitivity towards cultural differences.

Adapting and Responding to Change – Adapts and responds constructively to changing circumstances and new initiatives; tolerates ambiguity. Is proactive in the implementation of new directions and systems. Provides effective support and guidance for others through change.

Analysing – Analyses numerical data and all other sources of information to gain greater understanding of problems. Makes rational judgements from the available information and analysis that informs decision making about the centre. Understands how data, information and actions relate to the bigger picture.

Applying Expertise – Understands TESOL principles to deliver a quality and responsive service to our learners; uses and promotes technology with team to achieve objectives; proactively develops job knowledge and expertise through continual professional development.