Senior Area Partner

Overview

An expert on New Zealand Red Cross policies, procedures, and processes, the Senior Area Partner provides guidance and leadership with a focus on enhancing the NZRC people experience across the area through ensuring consistency to best practise and upholding standards.

The Senior Area Partner leads and proactively contributes to the work of the Membership and Volunteering directorate to identify areas of improvement and optimise procedures regarding the attraction, management, development, and recognition of New Zealand Red Cross people.

Working with the Area Council, Branches, Groups, and other local people managers the Senior Area Partner equips our people leaders with the knowledge and skills they need to deliver a positive, inclusive experience for their people.

Contributing to thought leadership across the Area Support Team, the Senior Area Partner has a particular focus on the capability and capacity of Red Cross people to undertake activities. As agents of change, they strive to create an inclusive, one team culture.

This draft is not a formal employment role description but developed for the purpose of aligning all Area governance and leadership roles. It examples how the role works in practice.

Guide to what this might look like:

Leadership

• People leadership of direct reports (e.g.: work allocation, coaching, training and development, wellbeing support).

• Promote and support the ongoing use and development of policies, systems, and processes, especially those that relate to Red Cross people.

• Work closely with the Area Council and Chair to ensure members and volunteers are aware of and adhere to NZRCs policies and procedures when delivering any programme or activity (e.g., child protection policy, safe driving).

• Provide advisory and administrative support for area governance (e.g.: area planning, budgeting, performance, reporting and elections) as required.

• Promote an awareness of values, principles, and history of the International Red Cross and Red Crescent Movement and NZRC.

• Lead by example, modelling and encouraging adherence to the fundamental principles that display NZRCs expectations on behaviour (e.g.: Code of Conduct) and promoting diversity, equity, and inclusion.

• Actively support our commitment to uphold Te Tiriti o Waitangi | The Treaty of Waitangi and our humanitarian mission to improve the lives of vulnerable people.

Area Council elections

Provide guidance on the nomination and election process according to the Members' Handbook.

Area communication distribution

• Distribute Red Cross communications to the appropriate audience (e.g., Branch President, Area Support Team members) as required via effective and secure platforms.

• Update the Communications, Marketing and Engagement team on area activities.

• Support area membership to build communication and engagement capability.

Area Council meetings

Attend Area Council meetings when necessary to provide the Membership and Volunteering perspective.

Budgets and finances

• Support the Area Coordination and Planning Lead with membership budgets and finances.

• Manage budget(s) in line with the delegated financial authority.

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It also might look like:

Area Planning

• Provide support to Area Councils and the Area Coordination and Planning Lead regarding Area Planning with a focus on people management, development and capability building.

• Liaise with branches and groups as required to support the area planning process.

• Support collection of information and data in line with expectations for the Area Council and national team (e.g.: national register database is maintained, Planning, Monitoring, Evaluating and Reporting framework is followed).

• Support the Area Council with internal risk management for member-led activities.

• Partner with Area Coordination and Planning Lead to ensure a high-quality, inclusive people-experience approach is applied to service design.

Health, safety and wellbeing

• Promote a focus on health, safety and well-being, e.g., sharing well-being resources and support that is available.

• Participate in health safety and well-being induction and training.

• Provide guidance on our policies, processes and procedures on health, safety and well-being.

Relationship and partnerships

External

• Begin, build, and maintain allocated partnerships and relationships that are relevant to membership and volunteering.

Internal

• Creating a culture for the organisation that aligns with Strategy 2030.

• Partnering to co-create a strong AST team that delivers results.

• Begin, build, and maintain collaborations with Area Councillors, Branches, Groups, members, volunteers, and staff, ensuring we develop capability and capacity, and maintain the best practices and consistent procedures in membership and volunteering activities.

Emergency management
(Reduction, Readiness, Response, Recovery)

Support during emergencies as needed.

Fundraising

• Promote and help to build area and branch fundraising capability.

• Encourage member participation in local area and national NZRC fundraising activities.

• Support planning and logistics for national fundraising activities.

Managing members and volunteers

Recruiting and exiting

• Promote and actively seek diversity in volunteer recruitment practices.

• Report on people-management data (e.g.: recruitment needs and opportunities, diversity, equity, and inclusion data).

Training and development

• Learning and development of direct reports.

• Lead induction and training delivery in the Area for members and volunteers (e.g.: general NZRC induction, Youth 101) in a welcoming, inclusive and accessible manner.

• Support the onboarding of members into Area Council, Branches and Groups.

• Maintain consistent implementation of policies, standards, and processes to ensure best practice for induction.

Recognition

Ensure Area Council's and Branches to equitably carry out member recognition processes to national standards and logistical support is provided as agreed.

Dispute and complaint management

Provide support to Area Council to ensure effective, timely and unbiased management and resolution of member disputes, and any issues of unacceptable behaviour, discrimination, bullying or harassment.

Team Structure
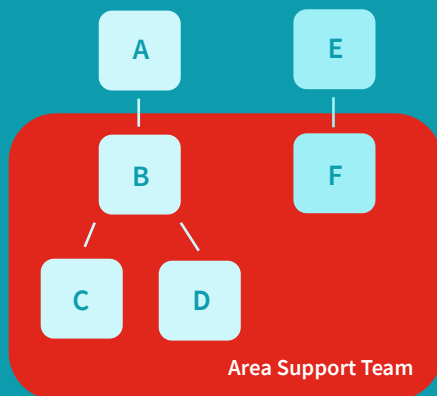
A) Director Membership and Volunteering

B) Senior Area Partner

C) Advisor Area Support

D) Administrator

E) Director Coordination and Planning

F) Area Coordination and Planning Lead

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