



YouthLaw
Free legal help throughout Aotearoa

POSITION DESCRIPTION

Position title: Operations Manager

Reports to: General Manager

Purpose: To provide operational support for YouthLaw enabling strategic goals to be met

DUTIES AND RESPONSIBILITIES

The position includes the following duties and responsibilities, and any duties and responsibilities reasonably incidental to those outlined below.

Human Resources

1. Oversee the consistent implementation of all HR policies and processes across the organisation including staff development, performance management and review processes, and on-boarding of new team members.
2. Support the General Manager in relation to the recruitment and management of staff in line with YouthLaw's policies and current New Zealand laws and regulations.
3. Maintain HR records and policies including personal files, leave, recruitment and payroll.
4. Ensure all staff and volunteers are police vetted.
5. Work with staff to resolve non legal work employment and policy issues
6. Ensure HR policy is kept up to date and reviewed regularly.
7. Ensure staff are aware of HR policy and procedures.

Financial Management

1. Maintain financial records, liaise with accountant, prepare monthly reports to the General Manager and Board, annual performance report and other documents for audit and Charities Services.
2. In liaison with the General Manager, oversee the development of annual budgets and financial models that support strategy, operational planning, and good governance.
3. Manage lease, property maintenance and supplier contracts.
4. Complete fortnightly payroll for checking prior to confirmation.

Funding

1. Work with the General Manager to develop a funding plan in order to support the achievement of YouthLaw's strategic and operational plans and develop a diverse funding base.
2. Work with the General Manager on funding applications and plans to support implementation of the operational plan.
3. Ensure financial accountability to funders.
4. Oversee the collection of data required by the Ministry of Justice and complete the monthly and quarterly reporting.
5. Ensure relevant data is collected and reporting is completed as required by any other funders.

Administration

1. Provide support to the YouthLaw board, including preparation for monthly meeting and teleconferences, taking minutes of all Board meetings, maintaining records of all resolutions of the Board (including via email), co-ordination of annual report, maintenance of register of members and preparation for AGM.
2. Ensure compliance with regulatory requirements including under the Charities Act and the Incorporated Societies Act.
3. Ensure data and administration systems are in place to support Youthlaw Aotearoa's operational goals.
4. Maintain relevant contact lists, including community law centres, stakeholders, alumni, members and other relationships.
5. Maintain accident register and first aid supplies; work with staff to minimise hazards.
6. Ensure IT system is maintained, liaise with IT providers and ensure all staff receive adequate training and support in relation to IT system.
7. Work with the General Manager to ensure that all policies are reviewed in accordance with agreed timeframes and that any additional policies required are developed and reviewed.

Communications

1. Support the General Manager to develop and implement a communications strategy that ensures children and young people and those working with them are aware of YouthLaw and its services.
2. Maintain communication databases, providing communication updates for internal and external stakeholders and undertaking general communications administrative duties that support best practice, systems and processes.
3. Proactive engagement with the media to raise the YouthLaw's public profile and identify opportunities for future media coverage.

Outreach and relationships

1. Support and promote an understanding and commitment to the principles of the Te Tiriti o Waitangi in the way we work as an organisation and the work that we undertake in accordance with the strategic and operational plans.
2. Support the General Manager in relation to liaison with other Community Law Centres.

3. Support the General Manager in relation to liaison with Ministry of Justice and other funders.
4. Identify other critical stakeholders and develop strong bonds and relationships so the organisation can manage and influence these relationships for the benefit of children and young people.

Evaluation and review

1. Support the General Manager to develop and maintain systems to monitor organisational and programme performance and to support good decision making by the organisation.
2. Support whanau with quarterly reviews of the operational plan progress.

Health and Safety

1. Take a lead management role in developing, maintaining and monitoring all health and safety systems, policies, and requirements under the Health and Safety at Work Act.
2. Advise the Board on their responsibilities and actions required for compliance with the above.
3. Be responsible for instilling a health and safety-focused culture at YouthLaw, and be proactive in leading discussions, iterations, and improvements in all aspects of YouthLaw's health and safety performance.

Volunteer Development

1. Build and maintain a high performing and empowered volunteer team, who support the achievement of YouthLaw's objectives, managing their recruitment, training, and coordinating activities in partnership with staff in different practice areas and the administration assistant.
2. Guide, support and empower volunteers by communicating and reinforcing the organisation's values and guiding principles and ensure volunteers feel supported and appreciated throughout the year.

General

1. Any other reasonable task as requested by the General Manager from time to time.