

JOB DESCRIPTION

(To be finalised upon appointment)

Position Title:	Chief Operations Officer (COO)
Reports to:	Chief Executive Officer (CEO)
Hours:	TBC – 30 to 40 Hours Per Week
Term:	Permanent
Date:	June 2021
Pay:	\$65 to 75k per annum (depending on successful candidate)

Context:

The Nelson Environment Centre (NEC) is a social enterprise that helps the Nelson Tasman community live more sustainably and reduce its impact on the environment. Established in 1976, we're proud to be the oldest Environment Centre in NZ.

With 21 team members and 35 volunteers across two locations, we provide a range of services to assist people to take positive action: the ReUse Shops based in Annesbrook, Electronic Waste Recycling, and advice for businesses and organisations on how to reduce waste. We provide information and resources for the public and run community workshops on a variety of environmental topics. We also operate Kai Rescue, a food rescue initiative that collects surplus food and distributes it to charities to give to people in need. We help people to recycle, reduce waste and reduce energy use. We empower them to create healthy soils and gardens, grow food and to live well.

We provide local solutions to global environmental issues through education and action.

Our operations are located:

- 6 Vivian Place – Nelson Environment Centre Head Office, ReUse Shops & E-Waste programme, located at the Nelson Waste Recovery Centre.
- 53 Collingwood Street, Rear Access Malthouse Lane – Kai Rescue Programme. From this warehouse we collect, sort and distribute approx. 120 tonnes of food per year.

Job Purpose

The purpose of this role is to operationalise strategy and to ensure the day-to-day activities of the Nelson Environment Centre run well. Providing organisational support services and resources to ensure programmes are effectively and efficiently operated, as well as enabling new ventures to be entered into. This will be achieved through:

- Implement and manage operational requirements of the Centre.
- Implement and manage H&S requirements of the Centre.
- Implement and manage a wellbeing framework for the Centre.
- Implement and manage HR requirements for the Centre.
- Assist the CEO with Board support activities and attend board meetings as required.
- Project management and support as required.
- Be a resource for Environment Centre Programme Leads around all aspects of operational delivery and team management.
- Look for opportunities to improve overall organisational performance.

These duties will be carried out to the specifications and standards required within all appropriate laws and regulations, while maintaining a healthy and safe environment.

Relationship Management

The person must maintain a professional relationship with the CEO, Chair / Board members, staff, volunteers, funders and partners.

Supervision

- NEC Programme Coordinators/Leaders (ReUse Shop, E Waste & Kai Rescue)
- Administrative Team

Supervision and/or training of staff, volunteers and contractors may be required from time to time.

Overall Responsibilities

Overall responsibilities include the following duties (although other duties may be assigned from time to time):

Key Tasks	Responsibilities
Operational responsibility	<ul style="list-style-type: none">● Delivering and supporting the team to achieve the Centre's strategic objectives.● Reviewing, improving and implementing systems and processes to achieve and maintain efficiency and effectiveness.● Adopt a proactive approach to the potential of business systems and tools to improve the Centre's overall people performance, engagement and efficiency. Identify areas where positive changes can be implemented and champion efforts to make it happen.● Build and maintain good internal relationships with staff and volunteers and guide staff to do the same.● Providing practical hands-on support and guidance to the team to support high levels of engagement and performance.● Leading by example.● Keep up-to-date and demonstrate awareness of relevant legislation and best practice.

<p>General management services support to the CEO</p>	<ul style="list-style-type: none"> • Contribute to the management of the Centre through active participation in strategic and management discussion and demonstrated commitment to the Centre’s purpose and values. • Duties include: • Liaising with Site Managers, Programme Coordinators, Team members, Volunteers and Consultants on behalf of the CEO. • Following up on deadlines. • Provides management reporting support assisting in the preparation of Board, Leadership Team meetings, and agenda’s. • Participation in meetings as requested by the CEO. • Leadership/management of any projects assigned to the position. • Any other programme delivery services.
<p>H&S</p>	<ul style="list-style-type: none"> • Ensure the Centre has a robust Health & Safety management framework and operational procedures that are understood and adhered by all staff on all sites. • Provide a positive example of healthy and safe practices and behaviour at all times. • Establish safe working practices at all times. • Motivate team members to comply with and participate in best practice principles. • Ensure team members participation in Health & Safety training • Ensure all injuries and accidents are reported through the designated H&S process
<p>Office</p>	<p>The COO is to support the coordination and management of:</p> <ul style="list-style-type: none"> • the head office team. • contractors and maintenance teams. • security systems.
<p>HR</p>	<ul style="list-style-type: none"> • Support the Centre to achieve desired people outcomes by delivering a broad range of HR services including recruitment, inductions, learning & development, performance coaching, remuneration and succession planning. • Ensure that the Centre meets its legal obligations as a good employer across all aspects of the employee journey – from job offer to exit. Where risks or gaps exist proactively seek to address them. • Provide HR input to strategic and operational planning for the organisation. • Support managers and employees with queries and advice as and when required, ensuring a confidential and trusted service. • Escalating to the CE any operational concerns or staff issues in a timely way where they can’t be resolve by you. • Ensuring all workers have compliant documentation: <ul style="list-style-type: none"> ○ Employees (Casual, Fixed Term, Permanent) ○ Contractors ○ Volunteers • Maintaining personnel records • Monitoring staff performance review processes.

Vocation

- A genuine concern and wish to make a significant difference to the way New Zealand and in particular Nelson thinks and acts with regard to the environment.
- A practical interest in social concerns and in particular how individual lives and the community can benefit from application of sound environmental policies and practices.

Skills and Attributes

The person will be expected to consistently exhibit the following behaviours in relation to their duties:

- Ability to juggle diverse demands and deliver within agreed parameters e.g. timeframes, resources. A flexible attitude to getting the job done whatever it may take.
- A positive communicator and presenter – verbally and in writing.
- Discretion with ability to ensure confidentiality.
- Assumes personal responsibility for his/her work quality and timelines.
- Own initiatives to improve efficiency and quality.
- Works well as a team member - always willing to cooperate and help others when needed.
- Resourceful in finding solutions to problems.
- Professional presentation.

Experience/Competencies

To succeed in this job the individual must be able carry out all the above duties satisfactorily and have the following:

- **Solid Demonstratable Experience in:**
 - Team and office management.
 - Resource management and allocation.
 - Overseeing organisational health and safety requirements.
 - People management

Competencies	
Deciding and Initiating Action	Makes prompt, clear decisions which may involve tough choices or considered risks, takes responsibility for actions, projects and people, take initiative, acts with confidence and works under own direction, initiates and generates activity
Leading and Supervising	Provides others with a clear direction, sets appropriate standards of behaviour, delegates work appropriately and fairly, motivates and empowers others, provides staff with development opportunities and coaching, recruits staff of a high calibre
Adhering to Principles and Values	Upholds ethics and values, demonstrates integrity, promotes, and defends equal opportunities, builds diverse teams, encourages organisational and individual responsibility towards the community and the environment
Writing and Reporting	Writes clearly, succinctly, and correctly in a structured and logical way which meets the needs and understanding of the intended audience, writes convincingly in an engaging and expressive manner, avoids the unnecessary use of jargon or complicated language
Applying Expertise and Technology	Applies specialist and detailed technical expertise, develops job knowledge and expertise through continual professional development, shares knowledge with others, uses technology to achieve work objectives, demonstrates an understanding of different organisational departments and functions

Planning and Organising	Sets clearly defined objectives, manages time effectively, plans activities and projects well in advance and takes account of possible changing circumstances and resources needed to complete tasks, monitors performance against deadlines and milestones
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Non-Limitation Clause

This job description is not intended to be a complete or limiting description of the functions that the employee may reasonably be requested to undertake both within and outside of the normal hours of work.