

JOB DESCRIPTION

(To be finalised upon appointment)

Position Title:	Operations Manager
Reports to:	Chief Executive Officer (CEO)
Hours:	40 Hours Per Week
Term:	Fulltime
Pay:	\$85 to 95k per annum (depending on successful candidate)

Context:

The Nelson Environment Centre is an independent social enterprise that helps the Nelson Tasman community live more sustainably and reduce its impact on the environment. We're proud to have been serving our community since 1976.

Our mission is to provide practical leadership and advocacy to reduce waste to support our community to transition to a sustainable future.

Our key focus is to help people to reduce and rethink waste output, by providing positive options and education for Repair, ReUse, and Recycling. We achieve this through the operation of our three core programmes: Kai Rescue (a food rescue initiative that diverts surplus food from landfill and redirects it for redistribution by local charities to people in need); Electronic Waste Repair & Recycling; and the ReUse Shops & Recycle Centre.

We are committed to supporting the public and local businesses / organisations in sustainable practices. This includes consultation and advice on how to reduce waste output; the provision of information and resources; and community workshops on a variety of environmental topics.

With 25+ team members and 50+ volunteers across our organisation, our programmes provide tangible action-based solutions to the global environmental problems that we are facing.

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.
- 30 Trafalgar Street – Located in the car park off Trafalgar Park Lane, From this warehouse the Kai Rescue Programme collects, sorts and distributes approx. 160 tonnes of food per year.

Job Purpose

The purpose of this role is 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 shall be carried out to the specifications and standards required within all appropriate laws and regulations, while maintaining a healthy and safe environment.

Reporting Line

The role reports to the CEO.

Relationship Management

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

Supervision

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

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	Responsabilites
General management services support to the CEO	Duties include: <ul style="list-style-type: none">● Liaising with and managing/directing Site Managers, Programme Coordinators, Team Members, Volunteers and Consultants on behalf of the CEO.● Following up on deadlines including monthly reporting.● Providing management reporting support including:

	<ul style="list-style-type: none"> ○ 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 and; ○ Any other programme delivery services.
H&S	<p>The team member is required to:</p> <ul style="list-style-type: none"> ● ensure their own safety while at work. ● implement and maintain all H&S requirements of the Centre. ● maintain current First Aid certification. ● not to cause harm to any person, through action or inaction. ● to report any risks or hazards, risky behaviour by themselves or another, work-related accident, incident or illness to their manager without delay. ● improve the NEC health and safety system through a continuous observe/review, assess, action cycle.
Office	<p>The Operations Manager 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.
HR	<p>Assist the CEO with:</p> <ul style="list-style-type: none"> ● Implementation and Management of HR activities. ● Ensuring all engaged have compliant documentation: <ul style="list-style-type: none"> ○ Employees (Casual, Fixed Term, Permanent) ○ Contractors ○ Volunteers ● Induction management for staff and contractors. ● Maintaining personnel records. ● Support recruitment processes through to final Interview. ● Monitoring and organising training programs for staff. ● Monitoring timing of staff performance reviews. ● Maintaining standards and code of compliance.

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:

- Discretion with ability to ensure confidentiality.
- Assumes personal responsibility for his/her work quality and timelines.
- Takes 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.

The person will be expected to consistently perform their duties to a proficient level. In particular:

- Understands and consistently follows ethical / professional guidelines.
- Adapts well to technological / procedural developments and is able to acquire and use new skills as the job requires.
- Understands and applies principles of exceptional customer service.

Qualifications/Competencies

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

- **General requirements**
 - Be able to work unsupervised as an individual using initiative and as a team member.
 - Good problem-solving skills.
 - Excellent communication, listening and record-keeping skills.
 - Proven versatility and flexibility.
 - Ability to work accurately and at speed.
 - A person who actively looks for opportunities to improve their service delivery.
 - Proven ability to maintain confidences and trust, and to act in an honest, ethical and professional manner.
 - The ability and desire to show cultural sensitivity, awareness and understanding of diversity.
- **Education and/or Experience**
 - Significant experience in team and office management.
 - Solid experience overseeing organisational health and safety requirements.
 - Notable experience in HR.
- **Language skills**
 - Written and spoken English with the ability to read and interpret documents, reports, statistics and procedure manuals.
 - Ability to communicate effectively with people at all levels within and outside of the organisation.
 - Skills to prepare reports in verbal and written form for the CEO.
- **Mathematical skill**

The individual must have sufficient skills to confidently and accurately plan budgets and carry out account reconciliation calculations and prepare the basic accounting and management reports required.

- **Computer skills**

High competency in basic computer programmes including Google Workspace, Word, Excel and Powerpoint.

- **Reasoning ability**

- Ability to solve practical problems and immediately deal with a variety of manager and other staff requests.
- Willingness to seek out and recommend better ways of doing things and to embrace change.

- **Drivers License**

A current driver's license will be required.

- **Physical demands**

The individual will be expected to have a standard of fitness to enable them to carry out all of the duties above.

- **Clothing / grooming**

The individual will maintain a high standard of personal hygiene and grooming appropriate both to the profile and recognised health and safety standards of EET. This standard may be changed by the management from time to time.

Performance measures

- Ability to work with all across the organisation.
- Contributes to improving efficiency and effectiveness of the organisation.
- Timeliness and meeting deadlines set for tasks.
- Achievement of on time and accurate analysis and reporting.
- Effective time management and productivity.
- Project management and project support.
- Contribution to improving the quality, scale and costs of the organisation.

Further performance measures and achievement goals may be progressively set by the CEO.

Variation

The above specification may be amended from time to time by the CEO.

End.