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COMMUNITY LAW WELLINGTON & HUTT VALLEY

POSITION DESCRIPTION:

KAIRURUKU WHAKAHAERE – OPERATIONS COORDINATOR

POSITION:	Kairuruku Whakahaere – Operations Coordinator
HOURS OF WORK:	30 hours <i>without financial coordination work</i> 37.5 hours <i>with financial coordination work</i>
TERM:	Fixed term maternity leave cover to July 2020
STARTING SALARY:	\$52-\$54,000 pro-rata

INTRODUCTION

Community Law Wellington & Hutt Valley (CLWHV) is a registered charity, providing free legal advice and information for those in our community with unmet legal needs. Our vision is for a society where those with least resource have as much as, or more, access to justice than those with the most. We have two offices, one in Te Awa Kairangi (Lower Hutt) and one in Whanganui a Tara (Wellington City). This position is primarily based at our Wellington city office, but involves responsibilities that cover the operation of both offices, and will involve occasional work in Te Awa Kairangi.

The Operations Coordinator works closely with the General Manager. Their primary responsibilities are oversight of HR, finances, and office administration, and they also collaborate on policy and publicity for the organisation.

The position requires someone with strong and demonstrable commitment to Te Tiriti o Waitangi, communication skills, and relationship-building skills. It is an opportunity for a passionate and values-driven person to contribute to fostering a smooth, safe, and healthy working environment for our kaimahi and kaitūao (staff and volunteers).

Please note that this job description includes the optional component of financial coordination at 7.5 hours a week. Doing this work requires prior experience in financial coordination and the Xero suite. Applicants are welcome to apply for the position at either 37.5 or 30 hours per week depending on whether they have the relevant experience. Applicants should indicate whether or not they are applying for 37.5 hours with financial, or 30 hours without financial, in their application.



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KEY TASKS

The Kairuruku Whakahaere undertakes the following key tasks:

Finances

*Please note that financial coordination is **optional** for applicants to this role. Applicants with financial coordination and Xero experience are encouraged to apply for the full-time role at 37.5 hours. Applicants without this experience are welcome to apply for the role at 30 hours without this component. If you do not want to apply for the financial role, please head straight to the Human Resources component of this job description.*

The Operations Coordinator is the person primarily responsible for the daily incomings and outgoings of CLWHV finances. All transactions made by or for the organisation will cross the Operations Coordinator's desk at some stage. Tasks include:

1. Weekly processing of Payroll
2. Creating invoices and pursuing payment for services rendered
3. Preparing and paying bills regularly throughout the month
4. Reconciling all incomings and outgoings for CLWHV, including credit card use
5. Keeping records of all financial documentation and filing them appropriately
6. Submitting our GST returns and statements to Inland Revenue and Charities Services
7. Assisting with the preparation of funding applications, and reporting to funders
8. Preparing financial reports once every two months for Board hui
9. Adhering to all policies and processes related to financial management, and supporting CLWHV to uphold them
10. Other general financial administration tasks as they arrive.

Human Resources

The Operations Coordinator, alongside the General Manager, is the person with primary HR responsibility in the organisation. This includes:

1. Recruitment, including:
 - Writing and updating job descriptions
 - Planning and coordinating recruitment processes in collaboration with the team recruiting
 - Uploading job advertisements to the appropriate platforms, and receiving applications
 - Ensuring our job descriptions and ads are consistent in their messaging and format
 - Participating in shortlisting, interviewing, and reference checking as required



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- Preparing and storing employment documentation in line with our legal obligations
 - Inducting new staff members (in collaboration with other staff)
 - Overseeing and negotiating employment conditions and contracts
2. Providing particular performance and pastoral support to staff experiencing difficulty in their work
 3. Paying particular attention to the needs of tangata whenua in a Te Tiriti based context in providing a safe and responsive work environment
 4. Paying particular attention to the needs of marginalised groups, such as disabled people or the queer community, in providing a safe and responsive work environment
 5. Supporting and working alongside the General Manager when there are circumstances requiring performance management, conflict resolution, or investigation
 6. Overseeing the professional development budget, including the provision of necessary training, peer supervision, and professional supervision
 7. Identifying gaps in the skills and knowledge of CLWHV, and strategizing to meet these gaps
 8. Working alongside kaimahi to develop individualised professional development plans when requested
 9. Contributing to the development of policies with an HR focus, including writing content
 10. Adhering to all policies and processes related to HR, and supporting others to do the same
 11. Supporting the General Manager in fostering a safe and supportive work environment, where the mana and employment rights of all staff are consistently upheld.

Office Administration

The Operations Coordinator has shared responsibility for coordinating the smooth daily operations of Community Law. This includes a range of tasks, such as:

1. Weekly meetings with the General Manager to identify organizational priorities for ops work
2. Organizing and facilitating hui for various kaupapa alongside the GM
3. Overseeing the administrative space, and supporting our kaiwhakahaere kiripaepae in the coordination of their work
4. Overseeing the production of our pamphlets, posters, business cards, and signage
5. Coordinating publication of the Annual Report, including contributing to content
6. Preparing funding applications, upholding reporting obligations, and contributing to accountability reports
7. Contributing to oversight, review, and update of the Policy Manual
8. Attending governance meetings when required, and occasionally taking minutes
9. Liaising with our funders, service providers, and community stakeholders
10. General support for the General Manager as needed
11. Miscellaneous operational tasks as required by the organization.



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OTHER TASKS

The Operations Coordinator will have shared responsibility for a range of work responsibilities performed collectively by staff at CLWHV. This includes:

1. Upholding Te Tiriti o Waitangi and contributing productively to bicultural practise at CLWHV
2. Running legal sessions as kaiwhakamanawa as part of a roster
3. Attending regular team meetings and staff meetings
4. Upholding the contract between CLWHV and the Ministry of Justice, including working towards our outcome targets, and contributing to reporting
5. Providing input into CLWHV's daily operations, policies, systems, and strategic planning
6. Contributing positively to CLWHV's publicity and reputation
7. Adhering to the principles of collective management as adopted by CLWHV, including:
 - a. Robust communication
 - b. Collaborative decision making in line with our processes
 - c. Staying responsible and accountable to your peers.

SKILLS AND QUALITIES WE SEEK

We are primarily interested in your raw skills and character, your commitment to our cause, and your ability to learn. However, the successful candidate will likely demonstrate the following:

Work Skills

- Knowledge of te reo Māori me ōna tikanga
- Understanding of, and ability to apply, the principles of Te Tiriti o Waitangi
- Excellent communication skills
- Strong people skills
- Experience in recruitment, conflict resolution, training, or other aspects of HR
- Some knowledge of labour rights, and a strong commitment to workers' rights
- General computer literacy, including experience with Microsoft Office.
- Well organised with attention to detail

Relationships

- Awareness of te reo Māori me ōna tikanga
- Understanding of, and ability to apply, the principles of Te Tiriti o Waitangi
- Sensitivity to the cultures and languages of the many ethnic groups of Aotearoa
- Working knowledge of the issues facing many groups of people around Aotearoa, especially pertaining to experiences of justice and employment (*for example disabled people, queer communities*)



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- Community group experience
- Excellent relationship-building skills.

Collective Management

- Excellent communication skills
- Ability to work without close supervision
- Ability to make decisions collaboratively
- A high level of initiative and motivation
- Ability to work under pressure and cope with competing demands
- Good organisational and time-management skills.