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| Organisation Name | Impact Collective |
| Role Title | Business Support Lead |
| Reports to | Founder and Government Director  |
| Date | 15 August 2022 |
| Location | Rangitīkei, Ruapehu, South Taranaki & Whanganui |
| Direct Reports | 0 | **Total FTE** | **1** |
| Delegated Authority | **HR** |  **Nil** | **Finance** | **Nil** |

# Our Kaupapa and Outcomes

**For our people, our whenua and our communities.**

*Working together to gather data and people insights across our region to inform and support the best actions to improve equity and wellbeing for all of our people.*

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| **Our Principles** | **Our Promises** |
| **Unite together** Breaking down silos and developing genuine and enduring relationships between communities and organisations. **Listen together** Listening and emphasising to ensure everybody within our communities have an opportunity to share their knowledge and lived experiences. **Act together** Working collaboratively to uncover and take action on collective insights, knowledge and experiences. | We strive to create equity and wellbeing for all. Through breaking down traditional organisational and territorial boundaries and focusing on our communities holistically, the Impact Collective strives to enrich foundational data with people’s lived experiences in order to support the co-design of pathways and initiatives across our region that will create positive and enduring impact for all. We seek to shift from viewing our communities solely in terms of health, wealth, access, or vulnerability, to viewing it in terms of the whole person and their whānau – a mana-enhancing approach. We serve our people, our whenua and our communities. We are for all individuals, communities and organisations, should they be tangata whenua, tūrangawaewae to the region, or align to the purpose of the Impact Collective. We utilise a collective response. In response to the goals and aspirations of our communities, the Impact Collective will seek not only the data, but also the real-life stories and lived experiences that sit behind it. The data is just our starting point – the stories will provide us with a wealth of insight and the ‘why’. Together, these provide the foundation for us to craft truly collective insights representative of what matters most to our communities. |

# My Role Responsibilities

The purpose and outcomes required from the Business Support Lead (Rangitīkei, Ruapehu, South Taranaki & Whanganui) is to provide support to enable the development of the Impact Collective and the delivery of data and people insights to the communities of the Rangitīkei, Ruapehu, South Taranaki & Whanganui rohe. Through these efforts the Impact Collective will ensure that the communities are in the best position possible to create positive impacts against the United Nations 17 SDGs, Treasury’s Living Standards framework and the Whānau Ora goals.

This role will support the team in ensuring that the interaction between the Impact Collective Governance Leadership Team, Strategic Impact Director, the Systems Strategist and Creative Director and the communities remains positive and ensures the principles and promises made by the Impact Collective are maintained.

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| **Key Outcomes Area** | Behavioural Descriptor |
| **Te Tiriti o Waitangi** | * Actively ensures that the service meets our obligations under Te Tiriti o Waitangi.
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| **Relationship Management** | * + Build ongoing and enduring relationships and networks across all four regions; documenting these, keeping all contacts up to date and current for the team.
	+ Manage communications and book workshops and validation sessions for the Systems Strategists for the region of focus, always staying one step ahead of the programme of work (additionally be in charge of the kiaora@impactcollective inbox).
	+ Support the Creative Director with Good Mahi Story leads and bookings.
	+ Organise and manage any broader events I.e. bringing all Whanganui Organisations together to launch and celebrate the Whanganui Profile and begin to network.
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| **Community Engagement** | * Plan and execute the social media strategy and calendar in line with the mahi the team are undergoing.
* Ensure the team are on track to deliver to this calendar including the release of good mahi stories, work with the Creative Director to ensure these are maintaining momentum.
* Shadow the Systems Strategists where necessary to capture any required social media content to help tell the story and work with the Creative Director where needed for creative input.
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| **Business Support**  | * + Support in maintaining existing funding and administration – including the required reporting as necessary.
	+ Exploring new funding avenues and complete required applications, working with the team where their input is required.
	+ Supporting the team with administrative tasks as required.
	+ Complete reporting requirements on behalf of the team as appropriate.
	+ Provide a monthly snapshot to the Impact Collective Governance Leadership Team.
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# My Capabilities

To be effective and succeed in this role it is expected the person will have proven business support and community engagement focus. A person with this focus is someone who has formal accountability for increasing community engagement, identifying funding opportunities and providing business support to the wider team. They have responsibility for supporting the implementation of the long-term strategic direction and for supporting the connecting the organisation to the wider system and sector.

**Therefore, critical capabilities for this role are:**

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| **Capability Area** | Behavioural Descriptor |
| **Cultural Responsiveness** | Understands the needs of Māori and adjusts approach to ensure equitable outcomes. |
| **Self-Aware** | Understands their impact on others and strengthen personal capability over time.  |
| **Engaging others** | Connect with people; to build trust and become a leader that people want to work with and for. |
| **Resilient and Adaptive** | Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus. |
| **Achieving Goals** | Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes. |
| **Managing Work Priorities** | Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role. |
| **Curious** | Seeks and integrates ideas, information, and different perspectives. |
| **Resilient and Adaptive** | Is adaptive and resilient in the face of challenges.  |
| **Honest and Courageous** | Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the communities we care for. |

# My Qualifications, Experience, Knowledge and Skills

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| **You will have:**  | * Tertiary qualification in communications, business administration, community engagement or relevant field and/or equivalent experience.
* Experience in working in a community co-design organisation
* Demonstrated knowledge and understanding of Government and social sector providers.
* Proven experience managing quality standards to monitor and measure performance.
* Proven experience in developing funding applications.
* Proven experience in communications, to a wide variety of audiences and via a wide variety of mediums.
* Thorough knowledge of government decision making processes.
* Experience working in a strategic and agile method.
* Strong strategic, analytical, critical thinking and reasoning skills.
* Excellent relationship management and interpersonal skills.
* Understanding of and experience in working with Māori and Pacific communities.
* Experience in establishing and maintaining senior-level stakeholder relationships within government, community and in the private sector.
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# Key Relationships to Nurture

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| **Internal** | External |
| * The Impact Collective Governance Leadership Team
 | * The communities within our rohe
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| * The Impact Collective Operational Team
 | * Our Partner agencies
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|  | * Iwi, hapū and whānau within our rohe
 |
|  | * Government Agencies
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|  | * Social Sector Agencies
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|  | * Community Organisations
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*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*