

Community Centre Kaiwhakahaere / Manager

Job Description 2023

Newtown Community Centre background

The Newtown Community & Cultural Centre (NCCC) is situated in a bustling, vibrant suburb, significant for its mix of migrant and refugee-background communities, mental health service users, artists and musicians, homeowners and lower-income families that is unique to this area of Wellington.

In this context, the key principles of the NCCC's mahi are:

- to welcome, participate in and celebrate the diversity of those that make up our community;
- to support each other to grow and achieve our potential; and,
- to foster a community where everyone feels safe, as well as a sense of belonging and involvement;
- to support and facilitate the success of our projects and programmes, which have specific aims of their own.

Purpose of the role:

The community centre kaiwhakahaere/managers maintain the kaupapa above by facilitating community development in a number of ways. The purpose of the role therefore includes:

- Providing accessible venue space over multiple facilities for community groups to hire, including in 2023 a newly renovated fully functioning and affordable theatre venue
- Providing affordable activities, opportunities and exercise classes for community members
- Planning events that provide opportunities for connection and celebrate our community
- Collaborating with, and liaising between, local social agencies and community members to develop programmes and projects to address the needs of clients and community members, including local rangatahi / youth
- Running and supporting existing programmes and projects, including:
 - Free community computer hub Smart Newtown, which aims to tackle digital exclusion
 - The Newtown Tool Library – a library to access tools in the community
 - The Wellington Timebank – a community of people who share skills for time credits rather than money
 - And much more!
- Welcoming people. Fielding enquiries from the public and community members on a daily basis; connecting people with services and activities to help them feel connected and supported
- Considering the wellbeing of future generations by having a strong focus on te taiao / the environment and sustainability throughout the centre and its projects
- Communicating effectively about all of the above with the community, including through social media, e-newsletters and the Newtown News, our community zine.
- Being a leader in the community – supporting community members to contribute to and build a thriving community

We're also coming into an exciting period of re-opening the main Community Centre building (on the corner of Colombo & Rintoul Streets), which has been undergoing renovations since 2021! The

renovations are likely to be finished in March 2023, so the role will have a strong initial focus on getting the centre up and running.

Hours:

This is a sabbatical cover, one-year fixed-term position of 31.5 hours per week. There could be the possibility of extension or moving into a similar role, but this cannot be guaranteed. You will be working alongside another kaiwhakahaere / manager, also on 31.5 hours. The community centre office is open between 9am-4.30pm and needs to be staffed during these hours. Traditionally this has been split as follows:

- Manager 1 – 9am-4.30pm 4 days a week
- Manager 2 – 9am – 3pm 4 days a week, 9am-4.30pm 1 day a week.

The role advertised here usually aligns with the ‘Manager 2’ description above, but the distribution of these days could be negotiated differently and kaiwhakahaere/ managers are able to negotiate to provide cover for each other occasionally. Occasional limited work from home can be negotiated (usually to complete a specific task), but primarily the kaiwhakahaere need to be in the office to keep the centre open. The flexibility to work occasionally after-hours and on weekends is required, including attending and reporting at Board meetings.

Remuneration:

The starting rate for this position is a gross hourly wage of \$30.

Key relationships:

INTERNAL	EXTERNAL
Reporting to: The Newtown Community & Cultural Centre 2009 Trust Governance Board	Providing customer service and support to: Community members
Working alongside: The other Kaiwhakahaere/Manager of the Newtown Community Centre, Finance Coordinator	Providing administrative support to: Tenants and hirers of the community centre
Managing: Paid staff and volunteers at the community centre, including: <ul style="list-style-type: none"> • Programme staff for the Wellington Timebank, • Admin staff (we currently have a Kaiwhakahaere Kiripaepae - Reception/Admin Assistant on contract until December 2023 which may be extended pending funding), • Cleaners, • Volunteers 	Collaborating and networking with: Other community organisations and social service providers in Newtown and wider Te Whanganui-a-Tara / Wellington, other community centres, local iwi and hapū, local businesses Managing funding relationships: All funders, particularly Wellington City Council, who own the venues that we manage and are our core funders Managing maintenance: Contractors and service providers

Key roles and responsibilities:

Responsibility	Description
Managing the renovation project and re-opening the Community Centre	<p>As the renovations of the main community centre building are coming to an end and we're preparing to move back in, this role will initially include:</p> <ul style="list-style-type: none"> • Working with key stakeholders - including the project manager and Wellington City Council - to manage final decisions around the project • Liaising with former and current tenants and hirers to organise a full calendar of hires in the new space • Working on a plan for the new community theatre, including managing new equipment, maintenance and building partnerships with local arts organisations • Support system changes – in the pipeline is the possibility of new booking systems, new website, logo etc – to go along with our new centre!
Daily running of the Community Centre venues	<ul style="list-style-type: none"> • Provide a welcoming, friendly and safe venue and drop-in space • Respond to enquiries from people who phone, email or drop into the centre • Liaise with users of the centre venues to manage bookings, keys, and payments. Includes cash-handling and invoicing using MYOB. • Ensure all venues are clean, operating to appropriate health and safety standards, and are well maintained • General administration of all NCCC venues – with a particular focus on managing Newtown Hall and Network Newtown • Working to develop an awesome programme of hires in our new theatre space by networking with arts organisations and promoting the theatre • Developing and maintaining policies and reacting to external issues (e.g. disaster/pandemic response)
Finances and funding	<ul style="list-style-type: none"> • Funding – applying for suitable core funding for our mahi – core funding usually comes from Wellington City Council, but top-up grants are likely to need to be found and applied for • Having a working understanding of the NCCC finances, including managing budgets
Project and programme management	<p>We run a number of projects and programmes already, including Smart Newtown, the Wellington Timebank, Newtown Tool Library, Community Fridge, Quick Kai, Cheap Exercise Classes, Wash Against Waste, rangatahi/youth initiatives, running a stage at the Newtown Festival and more. Management of these projects is split between the two Kaiwhakahaere / Manager – some are shared responsibility but most are managed by one or the other! The role will include:</p> <ul style="list-style-type: none"> • Being a member of the Timebank Steering Committee, to guide the Timebank's direction and mahi – being the 'on the ground' person to support the Timebank kaiwhakahaere with this mahi • Taking an active role in managing the Newtown Tool Library along with a group of awesome committed volunteers • Managing our Tū Ora funded exercise classes - finding new kaiako, reporting and promoting the classes

	<ul style="list-style-type: none"> • Taking a lead on involving rangatahi / youth in our mahi, and finding opportunities for rangatahi • Making all the stuff happen through proactive organising! • Applying for, and reporting back on, appropriate funding for our existing programmes and projects, and future ones. • Manage budgets, operational costs and financial running of projects • Oversee the employment of staff for projects and/or support of volunteers
Initiating new events, programmes and projects	<ul style="list-style-type: none"> • Use your knowledge of community development and a strengths-based approach to identify opportunities for working in partnership with people and groups for the purpose of increasing community wellbeing. • Work closely with the other kaiwhakahaere/manager to plan events, projects and programmes that build on the strengths and assets of members of the community. • Bring your own passions and interests to this programme development!
Staff and volunteer recruitment and management	<ul style="list-style-type: none"> • Managing the following staff: <ul style="list-style-type: none"> ○ Wellington Timebank kaiwhakahaere (with support from Steering Committee) ○ Admin staff (when applicable) ○ Cleaners for the NCCC, Newtown Hall and Network Newtown • Upholding the legal rights of staff members as their employer • Supporting staff to thrive in their roles – including running performance reviews, providing feedback, supporting at events, building whanaungatanga within the team and ensuring professional development opportunities are provided. • Valuing and supporting our awesome volunteers – particularly taking responsibility for Newtown Tool Library and the Newtown News. • Recruiting and training new staff and volunteers, as needed
Promotion of the Centre	<p>It's crucial to stay in communication with the community about our mahi, and other things going on in Newtown. The following responsibilities are split between Kaiwhakahaere / Managers. You would need to:</p> <ul style="list-style-type: none"> • Act as a community leader - the face and voice of the community centre and the wider community • Maintain an active presence on social media, help to manage the Centre facebook page. Explore other social media opportunities down the line – investigate which are most used by our community. • Maintain and promote the Community Centre webpage. • Organise and edit the monthly Newtown News – our community zine, by Newtowners, for Newtown. Includes planning the issues, finding contributors and managing contributions, designing the issue, organising delivery etc • Liaise with local media to promote events and programmes happening in the Community Centre or local community. • Write press releases to gain media coverage as and when appropriate.

Reporting	<ul style="list-style-type: none"> • Attend bi-monthly NCCC Trust meetings (held on Monday evenings) and provide monthly reports to the NCCC Trust • Complete 6 monthly and annual report backs to Wellington City Council • Keep appropriate records and report back to funders as necessary
Networking	<ul style="list-style-type: none"> • Maintain and build close communications with local community organisations and services • Maintain our reputation as a hub of community knowledge - connect community members and organisations as needed, facilitate the building of relationships • Attend relevant meetings and appropriate training events • Facilitate the Wellington South Community Network Meetings – a monthly hui for community members and orgs, which rotates between the Newtown, Berhampore and Island Bay Community Centres
Responding to the local context	<ul style="list-style-type: none"> • Make submissions on issues pertinent to the Newtown Community i.e. Wellington City Council strategies, policies and bylaws, Government bills and amendments etc. • Respond to issues brought to you by the local community, and support community members to respond to these issues, as appropriate.

Key skills, attributes and experience required:

People and communication skills

- A friendly people person! Passion for working with people from diverse backgrounds
- Networking skills, the ability to form rapport with a wide variety of people
- Great written and verbal communication skills
- Patience and a sense of humour
- A natural leader, who leads with compassion and brings people along with them

Project management skills

- Experience with media and communications
- Experience managing staff and/or volunteers
- Comfortable facilitating meetings and events, public speaking
- Writing funding applications and managing budgets
- Seeing projects right through from the ideas phase to implementation and evaluation
- The ideal candidate is an ‘ideas person’ who is able to see the bigger picture
- Experience and knowledge of theatre/performing arts technology would be an advantage, as would networks in arts/theatre in Te Whanganui-a-Tara/Wellington
- Networks in the Wellington performing arts scene would be an advantage

Community development skills

- Experience in working with vulnerable groups of people
- Passionate about creating positive change

- Experience in working on strengths-based community development projects is a bonus
- Relevant qualification in community development or related subjects is a bonus

Organisational skills

- Ability to work unsupervised and part of a team
- Self-motivated and can organise own workload
- Great administrative skills
- Confident with writing and managing budgets, having financial responsibility
- Highly organised, excellent time management and ability to meet deadlines
- The ability to multi-task, juggling long and short-term priorities, while working in a busy and vibrant office environment – being regularly interrupted!
- Experienced in the following tech, or able to learn quickly:
 - The Microsoft package including Outlook, Word, Excel etc
 - Google suite, including calendars
 - Canva online design software
 - Zoom and other video meeting software
 - Accounting software – we use MYOB
 - Website editing – we currently use Weebly
 - Knowledge of project management software would be a benefit e.g. Slack or Trello

Local knowledge

- Love for Newtown is required!
- Knowledge of/interest in local politics and local issues would be a benefit
- Experience working, visiting, living or volunteering in the Newtown community would be a benefit

Tiriti o Waitangi

The NCCC aims to be a good partner to tangata whenua, under Te Tiriti o Waitangi. The ideal candidate would be:

- Confident with incorporating some te reo Māori into our publications and comms channels, or willing to learn
- Excited to build relationships with local iwi and hapū, including our Te Ao Māori advisor
- Considerate of the NCCC's responsibilities under Te Tiriti and imaginative in thinking of ways to create a more equitable Newtown for tangata whenua

What can we offer you?

- Rewarding community mahi, where no two days are the same!
- Free soup lunch on a Friday – join your community in sharing kai every week
- Access to the community fridge! grab some free yummy food from local cafes for morning tea!
- A great team across all of our programmes, with supportive colleagues
- Monthly supervision from a supervisor of your choice

- Professional development opportunities – choose training that will help you to thrive in this role and develop your skills
- Supportive management from the Board of Trustees, who want the organisation to thrive
- The opportunity to bring your networks, creativity, passions and interests to the role – there's flexibility to build new programmes and start new projects