

POSITION DESCRIPTION



Role Title: *Community Coordinator*

Business Group: *Barnardos Early Learning*

Reports to: *Service Delivery Manager*

Salary Band: *Corporate Band E*

Barnardos is New Zealand's leading children's charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

Our vision / moemoeā

An Aotearoa New Zealand where every child shines bright.

Our mission/kaupapa

Be the voice and greatest fan of the next generation

Shape brighter futures via early education and targeted social services

Create insightful ways to empower tamariki/children to shine bright

Our Guiding Principles

Kotahitanga – Unity

Ata Whakarongo – Hear with Intent

Māiatanga – Realise Potential

Kaikōkiritanga – Progress with Purpose

Mahi tōtika – Do the Right Things Well

Barnardos is committed to Te Tiriti o Waitangi as a founding document of New Zealand.

Purpose of the role:

The Community Coordinator is responsible for identifying, developing and supporting regional activities that directly support the growth of enrolments across Barnardos Early Learning. In addition, the role is responsible for building relationships with local business, community and identified stakeholders, to support the brand of Barnardos Early Learning in the applicable geographical area.

Purpose of the Unit:

The purpose of Barnardos Early Learning is to provide education and care which meets the individual needs of the children and their families. It operates services that are customer centred, consistent, result in quality learning experiences and sustainable business growth.



Key Result Areas

Early Learning Service Promotion

Outcome: The design and delivery of local plans result in
(1) increased enrolments in Centres and Home Based networks
(2) improved retention of existing enrolled children, and
(3) increased Educator enrolments for Home Based

Key responsibilities include:

- Design and execute a proactive local plan with the Service Delivery Manager to generate and convert leads to grow the number of enrolments of children and Educators
- Capture, analyse and maintain knowledge of competitor activities within the region
- Respond to parent and educator enquiries, directing these to the best service line based on parent need e.g. Educators or Early Learning Centres
- Contribute market intelligence and analysis to inform nationwide marketing and service annual plans
- Work with relevant Barnardos business groups to identify potential new needs for growth and expansion

Relationships and Communication

Outcome: Identify and develop quality partnerships that support sustainable business outcomes for all Early Learning services.

Key responsibilities include:

- Work collaboratively with team members, management and other Barnardos services, to identify and engage with local iwi, businesses and the community in a manner that will connect them to Barnardos Early Learning services
- Contribute to Communities of Interest to build relationships, share learning and successful strategies across the service delivery areas
- Form and maintain meaningful relationships with community groups, local iwi, partners and potential suppliers of services, alongside other frontline staff (e.g. Centre Managers, Visiting Teachers)
- Build and help map stakeholder networks of influence and advocacy for Barnardos Early Learning services
- Champion the work of Barnardos, its brand values and our points of difference



Reporting and Risk Management

Outcome: Quality reporting (and documentation) is delivered ensuring a robust understanding of our parents/caregivers/whanau, businesses, and community stakeholders.

Key responsibilities include:

- Support discussions and decision making to enable the two service lines to grow in the regions
- Record and maintain accurate customer relationship information (parent; business; community stakeholders)
- Record and escalate all incidents, risks, issues, and trends in a timely manner to management

Ngā Pou e Whā (Māori Strategy)

Outcome: All work at Barnardos is guided and informed by Ngā Pou e Whā the Barnardos Maori Strategy.

Key responsibilities include:

- Have a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and apply them to everyday practice
- Build all relationships with consideration of the Barnardos principles and Ngā Pou e Whā
- Support the development and execution of programmes of work that help maori and pasifika children to succeed in our two service lines

Health, Safety and Environment

Outcome: A safe and healthy working environment is maintained at all times.

Key responsibilities include:

- Take individual responsibility for Health and Safety practices
- Comply with occupational health and safety legislation and regulations
- Be familiar with and observe all safe work policies, procedures and instructions
- Promote and participate in health and safety, maintain a safe workplace, and ensure that all equipment is used correctly at all times
- Take responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace

Projects or Other Duties as Required

Outcome: The team and function support the evolving purpose and strategy of our early learning services

Key responsibilities include:

- Perform other duties which may reasonably be required which fit the role’s purpose, and for which the position holder is qualified or has received adequate training or instruction.
- Participate in working parties, committees or project teams as required.
- Support colleagues during periods of peak work activity and/or times of absence.

Key Relationships

All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the **key relationships** to be developed are as follows:

Within Barnardos NZ	Outside Barnardos NZ
Service Delivery Manager	Parents, caregivers, whanau
Centre Manager	Local community groups, businesses and iwi
Visiting Teachers	Educators
BEL Service Coordinators/Centre Administrators	
Data and Markets Analyst	

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
Tertiary qualification (preferably in social science, business, education, commerce or marketing)	
Current unrestricted clean NZ drivers licence	

Experience

Essential	Desirable
Proven abilities in customer service, account management or in delivering services to a local community	Business sector, sales (small to medium business)



Proven experience in either selling a product or service, building a network or developing a new business	Analytical skills
Proven experience in successfully engaging and managing conflict	Working within Not for Profit sector (social enterprise)

Knowledge

Essential	Desirable
Understanding of the early learning sector in NZ	
Knowledge of business development tools including aspects such as a CRM system, competitor analysis	

Skills and Competencies

Essential	Desirable
Confident and clear verbal, online and written communication	
Self starter, motivated to achieve sales targets	
Strong relationship management - empathy for people from varying backgrounds, with different perspectives and values	
Excellent project and time management skills	
Financial literacy	

The Children's Act 2014

This role is Not a Children's Worker under The Children's Act 2014

Delegations and Authority

This role has delegations as described in Barnardos Delegations Policy

Authorisation of Position Description

Positions in Barnardos may change over time as the organisation evolves and priorities ensure that Barnardos is able to adapt and respond to changes in the business environment. Any significant changes will be discussed between the jobholder and



manager and will be approved by the relevant Executive Leadership Team (ELT) member. The key responsibilities for this position may change as the job evolves.

Authorised by:	<i>General Manager, Barnardos Early Learning</i>	Date authorised:	
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