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
Māiatanga – Realise Potential
Mahi tōtika – Do the Right Things Well
Ata Whakarongo – Hear with Intent
Kaikōkiritanga – Progress with Purpose

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 Barnados 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:

<table>
<thead>
<tr>
<th>Within Barnardos NZ</th>
<th>Outside Barnardos NZ</th>
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</thead>
<tbody>
<tr>
<td>Service Delivery Manager</td>
<td>Parents, caregivers, whanau</td>
</tr>
<tr>
<td>Centre Manager</td>
<td>Local community groups, businesses and iwi</td>
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<tr>
<td>Visiting Teachers</td>
<td>Educators</td>
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<td>BEL Service Coordinators/Centre Administrators</td>
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<td>Data and Markets Analyst</td>
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Person Specification
Qualifications (or equivalent level of learning)

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Tertiary qualification (preferably in social science, business, education, commerce or marketing)</td>
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<td>Current unrestricted clean NZ drivers licence</td>
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Experience

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Proven abilities in customer service, account management or in delivering services to a local community</td>
<td>Business sector, sales (small to medium business)</td>
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<td>Essential</td>
<td>Desirable</td>
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<tr>
<td>Proven experience in either selling a product or service, building a</td>
<td>Analytical skills</td>
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<td>network or developing a new business</td>
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<td>Proven experience in successfully engaging and managing conflict</td>
<td>Working within Not for Profit sector (social enterprise)</td>
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<td>Knowledge</td>
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<td>Essential</td>
<td>Desirable</td>
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<td>Understanding of the early learning sector in NZ</td>
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<td>Knowledge of business development tools including aspects such as a CRM</td>
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<td>system, competitor analysis</td>
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<td>Skills and Competencies</td>
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<td>Essential</td>
<td>Desirable</td>
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<td>Confident and clear verbal, online and written communication</td>
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<td>Self starter, motivated to achieve sales targets</td>
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<td>Strong relationship management - empathy for people from varying</td>
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<td>backgrounds, with different perspectives and values</td>
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<td>Excellent project and time management skills</td>
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<td>Financial literacy</td>
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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.

<table>
<thead>
<tr>
<th>Authorised by:</th>
<th>General Manager, Barnardos Early Learning</th>
<th>Date authorised:</th>
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