

JOB DESCRIPTION – updated December 2017

## **Operations Manager**

**Position Title:** Operations Manager

**Commencement Date:** March 2018

**Employment Type:** Contract

**Term:** Up to 12 months

**Location:** Wellington CBD

### **Reporting Relationships:**

- Primary report to the NZIOB Chief Executive Officer (CEO).
- Secondary reporting to:
  - NZIOB National President.
  - NZIOB Chapter Presidents.
  - NZIOB National Membership Officer.
  - NZIOB National Committee Chairs.
  - NZIOB Awards Convener of Judging.
  - NZIOB Charitable Trust Chair.

### **1. PURPOSE OF THE POSITION**

The purpose is to assist the CEO in providing the NZIOB membership and its stakeholders with exceptional service that is delivered in a high-performance manner.

### **2. KEY ATTRIBUTES OF THE POSITION**

The role is an expansive one with key attributes being:

- High energy.
- Professionalism.
- A desire to produce excellence.
- Efficiency and effectiveness.
- A proactive approach.
- High level organisational skills.
- Outstanding communication skills.

- IT savvy. A key component of the role is the ongoing maintenance of the NZIOB's; websites, Content Management System (CMS), and Client Relationship Management (CRM) system.
- A high-level awareness of Social Media application and strategies.

### **3. KEY ACCOUNTABILITIES**

The role is comprehensive with four main components:

- a) Office Management.
- b) Project Management.
- c) Communications.
- d) Events Management.

The following are the main tasks involved for this position:

#### **a. Office Management**

You will be responsible for the smooth running of the NZIOB Office.

- Telephone answering and taking messages.
- Welcoming visitors.
- Filing.
- Checking and ordering stationery.
- Booking travel/conferences/accommodation etc for CEO and National Councillors.
- Catering for Board/Council meetings or organising caterers.
- Maintaining an Office Manual.

#### **b. Project Management**

The NZIOB Council develops fresh goals every 60-days, which feed into the Institute's Strategic Plan. The planning and resourcing of those 60-day goals is the responsibility of the NZIOB's management. In addition, the NZIOB is a key support player within the construction industry, and provides admin/logistics assistance for broader industry events and/or projects.

- Assist CEO with major projects.
- Maintain timelines/ Spreadsheets.
- Organise logistics.
- Primary contact for key industry stakeholders such as BAC, BCITO, BRANZ, MBIE etc.
- Coordinate any IT projects.

### **c. Communications**

Communication is a key element in this role, with the key requirements being:

- Being the conduit for membership communications as sent regularly by the CEO, and from time to time by the National President. Ensuring that the communications are being sent to the required target audiences.
- Maintenance of the Institute's Client Relationship Management (CRM) database, including the populating of that database with new contacts that the CEO, National President, and Councillors may identify.
- Exploring and utilising social media channels to extend the reach of NZIOB membership communications and announcements.
- Conducting membership and event attendee satisfaction surveys.
- Ensuring we have an up to date membership distribution list for all our communication platforms, such as Mailchimp and Survey Monkey.
- Production of marketing and promotional materials such as event flyers/posters/presentations.
- Proof reading for CEO.
- Maintenance of the NZIOB's four websites.

### **d. Event Management**

The NZIOB puts on a growing number of events both nationally and regionally. It is a requirement of the role to work closely with the CEO to provide the various stakeholders with a reliable and innovative event management resource.

The NZIOB's main events and the responsibilities of this role include:

#### NZIOB Awards (annually)

- Awards marketing assistance to the CEO.
- Maintaining of the National Project Register.
- Receiving of entries.
- Production of spreadsheets that provides the CEO, and the Awards Convenor of Judging with an overview of category entrants and associated judging pools.
- Delivery of category judging packs to the judges.
- Coordination of locations for judging days, and transport requirements for out-of-town judges.
- Overall coordination with the event hotel for NZIOB accommodation on Awards night.

- Secretarial support to the external Events Organiser and Convenor of Judging.
- Setting up an online registration, and table sales coordination with the NZIOB Financial Controller.

#### NZIOB Conference (the next is tentatively scheduled for 2019)

- Conference marketing assistance to the CEO.
- Overall coordination responsibility with external Events Organiser.
- Booking of flights and accommodation for speakers and key NZIOB delegates.
- Coordination with Conference venue.
- Setting up the online registration process, and coordination of invoicing with the NZIOB Financial Controller.

#### NZIOB Charitable Trust Events

- Event marketing assistance to the CEO and Chapter Presidents.
- Overall coordination responsibility with external Events Organiser.
- Booking of flights and accommodation for speakers and trustees.
- Coordination with chosen venues.
- Secretarial services (as required), for NZIOB Charitable Trust Chair.
- Setting up the online registration process, and coordination of invoicing with the NZIOB Financial Controller.

#### NZIOB National CPD Road-shows

- Event marketing assistance to the CEO.
- Overall coordination responsibility with Chapter contacts.
- Booking of flights and accommodation for speakers.
- Coordination with venues.
- Setting up the online registration process, and coordination of invoicing with the NZIOB Financial Controller.

#### Chapter Events (Monthly)

- Event marketing assistance to the CEO.
- Overall coordination responsibility with Chapter contacts.
- Coordination with event venues.
- Setting up the online registration process, and coordination of invoicing with the NZIOB Financial Controller.

#### **4. Qualifications.**

It is envisaged that the applicant will:

- **Either**  
Hold a Bachelor Degree in a field that has some relationship to either the skill-sets required of the role, or the construction/property sectors. It is desirable that the applicant have not less than five years post-graduate work experience.
- **Or**  
Can point to a proven track-record as an Executive Assistant (EA) or Office Manager with highly developed communication, website maintenance, and event management skills.  
Preference will be given to those with a background in direct reporting to a CEO or a Managing Director (MD).

#### **5. Remuneration.**

The remuneration package provided will be commensurate with the qualifications, skills, knowledge, and experience of the applicant. The NZIOB is an equal opportunity employer.