



Position / Purpose Description

Position Title: Operations Director

Reporting Manager: CEO

Direct Reports: 4 - LYC/LYW Programmes Manager, LI Programme Manager, Flagship Staff x2

Position Location: Auckland, New Zealand

Position Type: Fulltime (40 hrs p/w)

Start Date: 01 February 2021

Background

Sustainable Coastlines is a multi-award winning, strictly-a-political New Zealand charity, established in April 2009. We have a proud history of successfully designing and executing large scale, environmental projects across New Zealand and the Pacific Islands. Since establishment we have educated over 220,000 people, motivated more than 100,000 volunteers to remove over 1.6 million litres of rubbish from our coastlines. We have also planted over 200,000 native trees to clean up our waterways.

Sustainable Coastlines New Zealand has a growing reputation for consistently executing our organisational vision of – "Inspired People, Healthy Waters and Beautiful Beaches." We achieve this by enabling others to look after the waterways and coastlines they love.

Position Purpose

The Operations Director delivers our core programmes (LI, LYW & LYC), projects, people & culture processes, on top of the smooth running of the Flagship Education Centre. This will enable the charity to effectively deliver on its mission, increase its impact and ensure the stability and future growth of the organisation.

While support will be provided by the CEO and leadership team, this role will require a high level of initiative, independence and creative problem-solving. You will work with the CEO and other members of the leadership team to ensure that programmes are delivered in a way that is on-brand, on-strategy, financially viable and to agreed timelines.

Our people have the ability to make the largest impact for our cause and you will ensure that we have the frameworks and processes in place to maximise productivity across the organisation. You will ensure the [Flagship Education Centre](#) is an exemplar of sustainability for other organisations to follow and the heart of our organisation, programmes and the delivery of education, training and events.

As a member of the leadership team, you will be responsible for developing and delivering SC strategy that moves the organisation in the direction of our vision, while exemplifying our values and culture in all your interactions with our team, our stakeholders and our funders.

PERSON SPECIFICATION



This person will be able to demonstrate:

Personal Attributes

- An organisational guru, who ensures balls aren't dropped and delivery happens on time every time
- The keeper of culture and people development within our organisation
- Fantastic interpersonal skills and emotional intelligence
- Ability to think expansively while managing important details in the here and now
- Creativity and strong problem-solving ability
- Clear, concise and inspiring communication skills (written and verbal)
- A commitment to the mission, vision and values of Sustainable Coastlines

Skills & Experience

- Strong industry experience and knowledge of the cause
- 5+ years experience in delivering large-scale projects
- 5+ years people management
- 2+ years HR experience
- Ability to deliver organisational training, learning and development goals
- Ability to manage time, money, resources and priorities
- Ability to lead and motivate a high-performing team
- Ability to manage, develop and represent the Sustainable Coastlines brand

Key deliverables include:

First and foremost, your responsibility is to lead the delivery of Sustainable Coastlines' three core programmes: Love Your Coast, Love Your Water and Litter Intelligence, using all the organisational, people and management skills you have at your disposal. Secondly, you are responsible for frameworks, systems and processes that deliver a productive and motivated workforce. Last and by no means least, you will ensure the Flagship is in tip-top shape and that it is a workspace, an education center and a venue that is the envy of other NGOs and key stakeholders in the environmental space.

| Strategic Focus | Key Work stream | Outcomes |
|--|----------------------|---|
| Strategy, planning and delivery | Programme delivery | LI, LYC and LYW are delivered in world-class fashion in-line with SC's mission and move the organisation towards its vision |
| | Programme evaluation | Monitoring & Evaluation systems are established and delivered to ensure we can measure progress against our mission and vision, while using the results to improve our programmes |
| | Flagship development | Building and office environments are healthy, joyous and demonstrative of SC's mission and vision |



| | | |
|------------------------------------|--|--|
| | Operational planning | SC has the capacity and capability to deliver on all elements of our funding and impact goals |
| | Reporting | Monthly, quarterly and annual KPI reporting delivered on time, every time |
| People & culture | Development frameworks | Staff feel supported with their career goals and aspirations and are aligned to SC's mission and vision through a consistent approach to coaching and throughout the organisation |
| | Performance frameworks | Consistent measures and methodology in place with all staff accountable and understanding what great performance looks like in their roles |
| | Culture development and kaupapa engagement | The most engaged charity in Aotearoa with staff who can't think of a better organisation to work for, interns and ambassadors busting down our doors to work with us and passion for our kaupapa that spills over to partners and stakeholders |
| Leadership & management | Values | Contributes to the development of SC values and ensures they are embedded within the organisation and reflected in decision making and interactions with stakeholders |
| | Accountability and team development | Has regular 1on1s, coaches team members to agreed outcomes and holds them accountable for agreements and delivery |
| | Succession planning | Talent identified internally or externally to step into key roles within direct reports as well as cultivating potential talent to take-over this role |
| Risk management | Health and safety | Contributes to the ongoing development of key policies and ensures self and team members are compliant |
| | Contracts | Ensures partnership contracts, member agreements and grant agreements are compliant with New Zealand law and beneficial to the organisation |
| | Due diligence | Always background-checks new team members and potential partners to ensure brand and organisational alignment with SC and its vision, mission and values |