



Good governance for a strong Aotearoa New Zealand

Wellington Branch Executive

Position description | He kōrero mō te tūranga

Reports to: Wellington Branch Manager

Location: Institute of Directors, Wellington

Job dimension: Full-time / Permanent

Direct reports: Nil

About us | Mō mātou

The Institute of Directors is the professional body for directors and is at the heart of New Zealand's governance community. We believe good governance has the power to positively transform organisations, business and communities for the benefit of Aotearoa New Zealand.

We are driven by our purpose to support and enable directors and those in governance to add value to their organisations and wider communities. We do this by connecting them through our 10,500 strong member network; developing and providing governance resources, insights, training and professional development; supporting director and board effectiveness through our board services; and research, advocacy and thought leadership to set and improve the standards of governance.

Our values | Ā mātou uara

Māiatanga Courage	We are bold and have the courage to do the right thing.
Manaakitanga Support	We are welcoming and show respect for each other.
Kaitiakitanga Stewardship	We take responsibility of care.
Whakatautetanga Individual	We respect the value each individual brings.
He pukenga wai Learners for Life	We seek to learn and share our knowledge.

Position purpose | Te aronga o te tūranga

The Wellington Branch Executive supports the Wellington Branch to ensure it is a thriving and dynamic hub for IoD members. This includes regional hubs in the Manawatū and Hawke's Bay. Working closely with the Branch Manager, the Branch Executive helps deliver a programme of events to keep the branch and its members connected, informed, and up-to-date on governance matters.

This is achieved through professional and efficient event coordination, as well as by supporting member programmes and initiatives. Additionally, they will provide administration support to the branch committee.

The Branch Executive assists the national branch network in achieving their member engagement and retention goals and works closely with our membership and finance teams to ensure a seamless member experience.

Key Responsibilities | Ngā haepapa matua

Branch events programme

- Support the Branch Manager to plan and implement an annual branch programme of events in line with IoD's strategic objectives that deliver maximum member satisfaction and CPD opportunity in liaison with the Wellington Branch Committee
- Ensure the promotion of all IoD initiatives including membership value, programmes and events; governance development courses and governance advisory services
- Co-ordinate all aspects of events including pre-event promotion, event logistics and follow up of non-member attendees as documented in the operations manual
- Keep up to date on key governance issues and topics, including those raised by the Governance Leadership team to feed into the branch event programme
- Work with the Branch Chair and Branch committee to support the delivery of regional hub events eg the wider Wellington branch region, including Manawatū, Hawke's Bay and Hutt Valley.

Branch Committee

- Help to provide secretarial support to the Wellington Branch Committee as and when required e.g. Committee meeting minutes, documentation and budgets.

Event Webcast Support

- Working closely alongside the National Sponsorship and Events Manager, supporting and delivering the operational and technical aspects of our national event webcasts when required.

Membership services and branch network support

- Proactively provide information and support to members where possible, and remain approachable and supportive at all times
- Ensure membership management policies are understood and consistently applied
- Ensure a programme of contact that builds excellent member experiences which complement the organisation strategy and initiatives, and encourage greater involvement and feedback
- Ensure the membership database is up to date and member information is correct and secure
- Have a sound knowledge and understanding of the criteria for each membership category in order to advise members on the most appropriate pathway
- Ensure a good understanding of CPD requirements and processes in order to assist members to develop CPD plans
- Monitor registration of members on training programmes, branch events, resignations, transfers etc. to determine member engagement and proactively contact members to encourage participation
- Maintain a sound knowledge and understanding of all IoD service offerings including IoD courses and content. Recommend to members and non-members any IoD offerings that would appropriately support their development.
- Support branch managers with branch administration and non-financial calls as required.

Financial Management

- Work within the relevant budgets and monitor revenue and expenditure against budget in conjunction with the Branch Manager and Wellington Branch Chair
- Follow-up with members for non-payment of subscriptions including for all branches as required in coordination with the Membership Team
- Follow-up any other amounts outstanding in respect of Branch activities in liaison with the Assistant

Accountant.

- Support the finance team with the monthly collation and processing of employee credit cards.

Member and customer service and support (back up to reception and phone group)

- Respond to incoming member and customer queries and resolve where possible including:
 - updating member records and details in the database, responding to general membership queries, activating members including proactive activation calls, assisting with password reset requests etc
 - taking membership and customer credit card payments over the phone and reissuing member invoices as required
 - triaging calls for membership, governance development and governance services team and resolving or escalating as appropriate
 - enquiries regarding course information, pricing, availability etc putting customers on waitlists and helping get them booked into courses online
- Assist the Membership team with:
 - preparation and shipping of members' packs and certificates eg Chartered Member certificates to branch managers, or training packs as requested
 - creating shipping labels for new member packs

General

- Positively contribute to high-performing and inclusive 'one IoD team' culture that focuses on outcomes, impact, effectiveness and delivering value for our members and customers
- Prioritise the health, safety and wellbeing of self and others
- Work in a way that is aligned to and champions the IoD's values
- Undertake other activities as are reasonably required to carry out the functions of the position.

Key Relationships | Ngā hononga matua

Internal	External
<ul style="list-style-type: none">• All Branch Network Team• National Sponsorship & Events Manager• Membership Team• Learning & Branch Engagement Team• Content and Channels Manager for website• Senior Marketing Executive for promotional• Finance Team for accounts etc• Branch chairs and branch committees	<ul style="list-style-type: none">• All IoD members, customers and clients• Course facilitators, attendees and delegates• Vendors, contractors and suppliers eg venues, and technology

Person Specification | Mōu ake





Qualifications, experience, skills

- A tertiary level qualification and/or a minimum of three years experience in events organisation and delivery, preferably in a professional environment
- Customer service experience
- Marketing and sales skills would be an advantage

Required skills

- Confidence speaking and/or presenting to an audience in a professional setting
- Excellent time management, planning, prioritisation and attention to detail
- Strong literacy and numeracy skills
- High levels of competency and confidence in technology including Microsoft Office 365 suite, CRM and online meetings
- Knowledge and understanding of governance would be beneficial but not essential

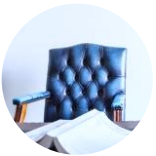
Key Competencies | Ngā tohungatanga matua

 <p>We hold ourselves to high standards</p>	<p>We build our knowledge and stay up to date on the things impact our roles - and our team</p> <p>We aim high, deliver quality work and always bring our best</p> <p>We set challenging goals that support our purpose and lift our performance</p> <p>We use our values and good judgement to guide our decisions and actions</p> <p>We do what we say we will and don't let others down</p> <p>We speak up for what's right</p> <p>We know our limits and when to ask for support</p> <p>We admit our mistakes and own our actions when we get it wrong</p> <p>We seek out feedback and use this to learn and improve</p>
 <p>We develop ourselves</p>	<p>We commit to our own development and professional practice</p> <p>We lift our cultural competence, understanding, behaviours towards and attitudes of Māori and their culture, as the indigenous people of Aotearoa New Zealand</p> <p>We are curious, openminded and willing to change our minds</p> <p>We learn through experimentation, success, failure and mistakes</p> <p>We are generous with our knowledge and are students <i>and</i> teachers every day</p> <p>We are OK being outside our comfort zone as we know that's where learning happens</p> <p>We are self-aware and reflect on the impact of our actions</p>
 <p>We value teamwork & collaboration</p>	<p>We are welcoming and respectful to all regardless of culture, beliefs, lifestyle, position, gender, sexual orientation, or ability</p> <p>We bring team spirit and believe that together is better</p> <p>We participate actively, positively and constructively</p> <p>We back each other up and support our teammates and colleagues</p> <p>We offer up ideas and solutions that improve or benefit the team</p> <p>We share responsibility and recognise the good work that others do</p> <p>We value the strengths and diversity of thought and experience in the team</p> <p>We face up to conflict in a healthy way and focus on the issue, not the person</p>
 <p>We put our members & customers first</p>	<p>We always act for the good of the IoD and our purpose to positively transform governance</p> <p>We build good relationships with our members and customers to gain their respect and trust</p> <p>We go the extra mile for our members and customers - both inside and outside the organisation</p> <p>We care about the impact of our work on our members and customers and do our best for them</p> <p>We monitor member and customer satisfaction and focus on fixing what's not working and improving their experience</p> <p>We see things from our members' and customers' perspectives and design services and create solutions that meet their needs</p>



We are outcomes focused

We strive for excellence and look for better ways to do things
We harness technology to drive continuous innovation, improvement and efficiencies
We understand our financial drivers and commercial environment and make decisions that positively impact this
We are adaptable and can refocus our work and our energy to what's most important
We think outside the box, bringing creative ideas and solutions to problems
We push ourselves forward and show persistence
We build resilience to bounce back from setbacks
We weigh up the impacts of our actions and decisions, and take calculated risks



We lead with influence

We build partnerships for impact, with people both internally and externally
We are sought out as experts in our field, valued for our advice and respected as ambassadors of IoD
We express ideas and issues with impact - concise, clear and in a way that appeals to our diverse audiences
We use healthy conflict to challenge respectfully and build mutual agreement
We have an ethical heart and mind and create trust through honesty, integrity and authenticity
We know what's important, what's not, and when to say no
We can make the tough decisions and do what's necessary for the good of the IoD



We create safe spaces

We welcome diversity of thought and encourage the sharing of ideas and opinions
We are self-aware, lead by example and model and uphold positive behaviours
We encourage innovation, experimentation and creativity – and celebrate success as well as failure
We call out behaviours that fall short of our values or expectations
We are open, honest, transparent and respectful in our interactions, even when challenged to be so
We understand power dynamics and manage these
We foster connection in our teams and across the organisation
We know our biases and work hard on overcoming these



We build strong teams

We communicate and plan for the future and navigate the way
We set high standards, clear expectations and hold our people to account
We set our people up for success and support them to achieve their goals
We create strong team morale and bring out the best in others
We harness diverse perspectives, skillsets and ideas to achieve the team's and organisation's goals
We know our people as individuals and what drives and motivates them
We give great feedback (good and bad) and have the conversations needed to lift capability and performance
We take action when we need to, stepping up to the tough stuff in a thoughtful and diplomatic way



We set and model our vision, purpose and values in all we do
We build partnerships to drive the purpose and transformation in the sector
We create competitive and breakthrough strategies and show a clear connection between vision and action

**We drive
vision &
impact**

We set courageous goals that drive the organisation forward – and hold ourselves and others to account for achieving them

We empower innovation and inspire others to do the same

We bring a strategic mindset and anticipate future needs, trends and impacts

We are commercially savvy and understand our financial and operating environment

We think long-term and lead sustainability

Authority | Rangatiratanga

The Wellington Branch Executive has the authority to make decisions and carry out actions in all matters related to the responsibilities and deliverables of the position consistent with budget approvals.

Amendments to the responsibilities | He whakahounga ki ngā haepapa

The responsibilities of this position are expected to change over time as the IoD responds to the changing environment and commercial demands and requirements. This position description will be updated as required to reflect these changes. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Travel

The Wellington Branch Executive is required to travel nationally and work outside core business hours to deliver the allocated events as per the event calendar. This will include overnight travel from time-to-time.

Dated

October 2024