



Position Description

Position title	Operations Assistant, Volunteer Services
Reporting to	Manager, Volunteer Services
Staff reporting	N/A

Our context

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region through the provision of social services since 1904.

Our vision

People and communities empowered, transformed and experiencing fullness of life.

Our values

Aroha / Love

Tūmanako / Hope

Whanaungatanga / Kinship

Manaakitanga / Generosity

Purpose of the role

The Operations assistant is part of the Volunteer Service team. The Volunteer Service's purpose is Community caring for Community.

The Operations Assistant's purpose is to assist the Manager, Volunteer Services with the daily operations of volunteering at Wellington City Mission.

The contribution provided by volunteers is critical for the future development of WCM and the services it provides in the community. This is especially so in respect of the organisational and service transformation that is provided and represented by the development of Whakamaru.

Representative responsibilities and outcomes

Responsibility	Outcome
Assist the Manager, Volunteer Services, with the daily operations of volunteering at WCM.	Enquiries responded to in a timely manner, volunteer records and information is maintained and improved, and other administrative tasks completed efficiently.
Provide administrative support to ensure efficient operation of office.	The volunteer data base, Better Impact, is efficiently managed and used to its full potential. Records are accurate and updated continuously.
Provide reports as scheduled.	Monthly reports are clear and accurate and are available on time as scheduled.
Assist the Manager, Volunteer Services with interviewing, selecting and onboarding new volunteers.	Volunteers are selected for fit with WCM's mission and activity. Volunteers are onboarded and inducted, and deployed to activities that match their skills and interests.
To provide support and assistance to our volunteers where required.	<ul style="list-style-type: none"> • Good relationships are built with volunteers. • Monthly newsletter with key information is co-produced and distributed to volunteers. • Looks for ways to thank and appreciate the volunteers. • Volunteer events are supported and run smoothly.
Process improvement	
Look for and propose process improvements	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
Values and health and safety	
Demonstrate WCM's Kaupapa and values	All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management. Incidents are reported promptly and according to WCM policy and practice. The position holder and those they work with are kept safe.

Person specification

Essential	Desirable
Knowledge and experience	
Knowledge of databases, MS Office, Canva	Knowledge of Better Impact
Proven experience in administration, time management	
Attributes	

Outstanding relationship skills	
Passionate about volunteering	
Ability to prioritise and work under pressure	
Able to work without supervision; proactive	

Key relationships

Inside WCM	Outside WCM
Volunteer Manager	Corporate volunteer teams
Service teams	
Volunteers	

Authorities

Financial	Personnel
Minor pre-approved spending within budget.	None

Driver's licence

This position does not require the position holder to have a current car drivers' licence.

Place and hours of work.

The normal place of work is Gordon Place, Newtown and later in 2024, Oxford Terrace, Mt Cook. From late 2024 the place of work will be Whakamaru, 4-8 Oxford Terrace, Mt Cook, Wellington. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a part time position. Normal hours are 25 hours (negotiable) worked Monday - Friday unless otherwise agreed with WCM.

Employment Application Form

Your privacy

We collect the information in this form as part of our assessment for employment at Wellington City Mission. If you are appointed to a role at Wellington City Mission, this information will be kept as part of your personnel records and you will be entitled to view it at any time. If you are not appointed this information may be kept for up to three months and then will be destroyed.

The position

What position are you applying for?

How did you hear about the position?

Your personal details

What is your full name?

First names	Last name

What name would you like us to use when we email you or speak with you? (eg Susan, Sue, Ms Smith)

What is the best phone number to contact you?

What email address should we use?

Have you previously worked for Wellington City Mission? If you have, please give the position(s) you worked in and the dates.

Position	Dates

Immigration status

Are you living in and legally entitled to work in Aotearoa New Zealand?

What is your residency status?

If you have a work visa, what type of visa do you have and when will it expire?

Visa type	<input type="text"/>
Expiry date	<input type="text"/>

Note that we will need to see evidence of your citizenship or immigration status if we offer you the position.

Medical conditions, disabilities and other restrictions

Having read the job description, are there any circumstances or conditions that could affect your ability to do the job you are applying for? If so, please provide details in the text box following. You only need to tell us about conditions if they will affect your ability to do the job. We are committed to being inclusive, and we will do what we can to accommodate disabilities or other requirements.

Have you ever had any work-related illnesses or medical conditions such as gradual process injuries which could be aggravated by the tasks described in the job description? If yes, please give details.

Charges and convictions

Have you ever been convicted of a criminal offence or are you facing an investigation or criminal charges now? If yes, please give details in the box below. You may still be considered for the role even if you have previous convictions or charges pending, but the nature of our work means we need to know about them. There may be convictions you don't need to declare because of the [Clean Slate Scheme](#). If you are not sure what you need to declare you should get advice.

Note that if we get to the stage of offering you employment, we will conduct a Police vetting check.

Conflicts of interest

Do you have any interests or relationships that could be, or could appear to be, conflicts of interest? A conflict of interest can arise if you or someone close to you works or volunteers for, or has an interest in, an organisation that provides services to Wellington City Mission. It is also a conflict of interest if you or someone close to you works or volunteers for or has an interest in an organisation

that competes with Wellington City Mission or is inconsistent with Wellington City Mission's values. If you have or may have a conflict of interest, please give details in the box below.

Many conflicts of interest can be managed, but we do need to know about them.

Professional registration

If your profession requires you to be registered for this role (for example a Social Worker), are you currently registered?

Have you ever been declined registration or had your registration suspended or cancelled by your professional association?

If yes, please provide details.

Driver's licence

Please complete this section if the position description requires a driver's licence.

Do you have a car driver's licence?	
Have you had your licence suspended or disqualified for traffic offences in the last ten years? If yes, please give details.	
Have you been declined vehicle insurance or had vehicle insurance cancelled in the last ten years? If yes, please give details.	

Your CV

Please send this completed form with an up-to-date CV to the email address below. You can include a cover letter if you wish.

In your CV, please include full details of your current or most recent employment, and full details about other roles you have had that you think are relevant to this position. Please also list with dates all the jobs you have had in the last ten years, including the reason for any periods when you were not in work.

In your CV, please also list your professional, academic or technical qualifications if these are relevant to the position. Don't be discouraged from applying if you don't have qualifications. We value experience and not all positions require qualifications.

We also value volunteer experience. Please include in your CV or cover letter any volunteer work you have done that is relevant to the position or to the work of Wellington City Mission.

Finally

Please complete the following declaration. When you enter your name and today's date you are confirming that the following statement is true.

"I declare that the information supplied in this application form, my CV and cover letter is correct and complete to the best of my knowledge."

Your name	
Today's date	

*Please email your CV, cover letter and this application form to
at*