



Good governance for a strong Aotearoa New Zealand

Auckland Branch Coordinator

Position description | He kōrero mō te tūranga

Reports to: Auckland Branch Manager

Location: Institute of Directors, Auckland

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 Auckland Branch Coordinator supports the Auckland Branch to ensure it is a thriving and dynamic hub for IoD members. This includes regional hubs from Pukekohe to Cape Reinga and is the largest branch of the IoD. Working closely with the Branch Manager, the Branch Coordinator 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 and administration as well as by supporting member programmes and initiatives. Additionally, they will provide administrative support to the branch committee.

The Branch Coordinator 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 Auckland 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 Auckland branch region including Northland.

Branch Committee

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

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 the branch manager 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 Auckland 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.

General

- Positively contribute to high-performing and inclusive 'one loD 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 loD'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 loD 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/coordination and delivery, preferably in a professional environment
- Strong customer service and administration experience
- Marketing and sales skills would be an advantage

Required skills

- Confidence speaking 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



We hold ourselves to

We build our knowledge and stay up to date on the things impact our roles - and our team





We aim high, deliver quality work and always bring our best

We set challenging goals that support our purpose and lift our performance

We use our values and good judgement to guide our decisions and actions

We do what we say we will and don't let others down

We speak up for what's right

<p>high standards</p>	<p>We know our limits and when to ask for support We admit our mistakes and own our actions when we get it wrong 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 We lift our cultural competence, understanding, behaviours towards and attitudes of Māori and their culture, as the indigenous people of Aotearoa New Zealand We are curious, openminded and willing to change our minds We learn through experimentation, success, failure and mistakes We are generous with our knowledge and are students <i>and</i> teachers every day We are OK being outside our comfort zone as we know that's where learning happens 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 We bring team spirit and believe that together is better We participate actively, positively and constructively We back each other up and support our teammates and colleagues We offer up ideas and solutions that improve or benefit the team We share responsibility and recognise the good work that others do We value the strengths and diversity of thought and experience in the team 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 We build good relationships with our members and customers to gain their respect and trust We go the extra mile for our members and customers - both inside and outside the organisation We care about the impact of our work on our members and customers and do our best for them We monitor member and customer satisfaction and focus on fixing what's not working and improving their experience We see things from our members' and customers' perspectives and design services and create solutions that meet their needs</p>
 <p>We are outcomes focused</p>	<p>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</p>

Authority | Rangatiratanga

The Auckland Branch Coordinator 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 Auckland Branch Coordinator 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

February 2025