

Position	Operations Manager
Purpose	To manage the Marketing, Communications, Event Management, Client Database and reporting requirements of the Trust.
Values	Integrity Impartiality Confidentiality
Environment	<p>The Nelson Tasman Business Trust (NTBT) is a non-profit community organisation, established in 1993, providing free assistance and advice to both start up and existing businesses in the Nelson Tasman region.</p> <p>The Operations Manager is based in an office in a shared building in central Nelson. All services are provided by part time staff with support from a Board of Trustees. Staff are visible in the role and in the community. Clients include established small business owners, the self-employed, MSD beneficiaries and entrepreneurs planning to start an enterprise. Subcommittees of the governing Board of Trustees provide Employment and Marketing Support to staff.</p>
Hours of work	28 hours per week 4 x 7-hour days during normal office hours – 9am to 4pm Mon to Friday. Flexibility for attendance at monthly Trust Board meeting (1st Wednesday of the month) and Network Events.
Reports to	Trust Manager
Status	Employee
Relationships	<p><u>Internal:</u> Board, Manager, Contractors</p> <p><u>External:</u> Business service providers, Business Community members, Clients, Media</p>
Key Responsibilities	<p><u>Marketing, Communications and Website management</u></p> <ul style="list-style-type: none"> • Prepare a Marketing plan and budget in line with Strategy • Manage and deliver all database communications • Create (e)newsletters, blogs and articles and post regularly • Administer and update social media platforms and website. • Represent NTBT at functions and maintain good working relationships with stakeholders <p><u>NTBT Event Management</u></p> <ul style="list-style-type: none"> • Organise annual schedule of networking events in line with strategy, budget and client feedback • Manage organization, promotion, set up and delivery of events <p><u>Client Management</u></p> <ul style="list-style-type: none"> • Providing resources and a welcome email for each consultation • Maintain accurate records of all client engagement in a CRM system, and database <p><u>CRM, database management</u></p> <ul style="list-style-type: none"> • Compiling an Annual Client Feedback survey and analyse results • Monthly client report compiled <p><u>Monthly Progress Reports</u></p>

	<ul style="list-style-type: none"> • Compile a monthly report showing progress on Business Plan and report against KPI's <p><u>Additional Administration Tasks</u></p> <ul style="list-style-type: none"> • Board of Trustees meeting administration and Minutes. • MSD, BMNZ admin Administration of service delivery • Grants – prepare approved funding applications and manage annual accountability schedule • Other duties – attend to other duties as required to achieve high service standards
Qualifications / Experience	<ul style="list-style-type: none"> • Ideally qualifications in marketing, communications or business • Experience working in a not for profit, ideally with a community focus. • Experience in report writing, event management or working with developing business • Confident to be in a public role and promote the organisation and its services
Competencies	<ul style="list-style-type: none"> • Initiative, high integrity and reliability • Understanding and interest in the small business environment • Creative flair in writing; accuracy in report writing • Attention to detail, accurate editing, and proofing ability • Excellent computer skills: especially with Office software- Advanced Excel & Word, and database software • Confident with technology and online tools • Ability to plan, arrange and deliver Network meetings in line with strategy • Ability to plan and deliver content and materials in line with the marketing strategy • Interest and ability in social media and digital marketing • Strong people skills with proven track record in relationship building. • Self-motivated organised and confident • Excellent Organisational skills and ability to multitask and manage concurrent projects • Understanding of a values driven community organisation • Ability to work independently and as part of a team. • Prepared to do what is needed to achieve the goals. • Comply with Health and Safety policies, contribute to safe working environment.

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