



NZAC Position description – Instruction Coordinator (fixed term parental leave replacement)

Reports to: General Manager

Role Purpose: To provide safe, accurate, friendly and efficient organisation, coordination and delivery of complex technical and administrative support for the national activities programme (instruction and trips) of the New Zealand Alpine Club

This role is for 20 hours per week and is fixed term from mid-April until the start of November (exact dates to be negotiated with the successful applicant).

Key Responsibilities:

1. National Activities Programme (Instruction and Trips)

- Organise, promote and monitor the National Instruction programme, ensuring it operates within agreed budget and safety parameters
- Oversee the compliance with and continuous improvement of the NZAC Safety Management System. This includes but is not limited to:
 - a. providing information and education to members on the requirements for compliance
 - b. proactively improving the SMS and associated documents and completing auditor recommendations which have been endorsed by management
 - c. working with the auditor to complete the audit process
 - d. championing the SMS as a living, improving system which should be used throughout NZAC operations
- Liaise with NZAC Sections to ensure that courses and trips run by them are compliant with NZAC Safety Systems and that administrative requirements (eg: advertising, support documents etc) are consistent across the sections.
- Organise the volunteer instructor training programme as required
- Oversee the investigation, analysis and response to any accidents, incidents or complaints the Club may have with respect to outdoor activities, in conjunction with the General Manager.
- Develop and continuously improve systems to record accidents, incidents and near misses in accordance with the priorities of the Club and budget available.
- As time allows, maintain detailed records of volunteer instructor training and develop strategies for continuous improvement, increased engagement and retention in this programme.

2. Communications

- Develop and maintain relationships and goodwill with internal and external stakeholders of NZAC, recognising that NZAC is primarily a volunteer-run organisation
- Within the NZAC communications plan, promote, advertise and manage feedback from promotions of instruction programmes, including National and Section led events
- Where possible, contribute copy to the wider communications platforms of the Club and contribute ideas for furthering communication

Key Capabilities:

- Technical knowledge – knowledge of the requirements of an outdoor safety management system
- Technical knowledge – excellent knowledge of climbing and mountaineering, ideally an active participant
- Attention to detail – ability to be meticulously accurate in documentation, logistics and communication.
- Organisation – ability to manage conflicting deadlines and demands of different projects in an organised and coordinated manner, including in stressful situations.

- Written communication – must be able to confidently and clearly articulate technical information in written form.
- Resilience – remains calm and self-controlled under pressure; reacts well to change and stays positive despite setbacks; keeps difficulties in perspective.
- Relationship management – ability to work positively and professionally with a wide range of people who contribute to the club on both a professional and voluntary basis. Demonstrated performance in not-for-profit or volunteer led environment an advantage.
- Problem-solving – has the ability to provide practical solutions to problems in a timely manner.

Employee acceptance of the above Position Description:

EMPLOYEE NAME: _____

EMPLOYEE SIGNATURE: _____ DATE _____