



## NZAC Position Description – Instruction Officer

**Reports to:** General Manager

**Role Purpose:** To oversee and continuously improve the instruction programme and safety management systems of the New Zealand Alpine Club. This includes all outdoor activities undertaken by the Club nationally and at the Section level, including instruction and trips.

This role is for 20 hours per week and is a permanent position.

### Key Responsibilities:

#### 1. National Activities Programme (Instruction and Trips)

- Oversee and develop the National Instruction programme, ensuring it operates within agreed budget and safety parameters. This includes but is not limited to:
  - a. Recruiting, inducting, training, liaising with and supervising professional instructors
  - b. Gathering feedback and implementing continuous improvement solutions
  - c. Ensuring courses are fit for purpose and teaching most current best practice
  - d. Preparing course materials, vetting participants and placing students on courses
  - e. Oversee logistics of course organisation
- Oversee the compliance with and continuous improvement of the NZAC Safety Management System (SMS). This includes but is not limited to:
  - a. providing information and education to members on the requirements for compliance
  - b. maintaining currency with industry standard safety systems and teaching techniques in order to proactively improve the SMS and associated documents
  - c. completing auditor recommendations which have been endorsed by management
  - d. working with the auditor to complete the audit process
  - e. 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 Management Systems and that administrative requirements (eg: advertising, support documents etc) are consistent across the sections.
- Develop and organise the volunteer instructor training programme(s) as required
- Complete the investigation, analysis, response and recommendations 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.
- Develop pathways, syllabi and resources for Club training courses as guided by Club strategy and Board direction.
- 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 promotion 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

#### 3. Other

- Other tasks as required from time to time to support other members of the team and the organisation as a whole.

**Key Capabilities:**

- Technical knowledge and qualifications – Technical adviser level of qualification for the activities undertaken by the NZAC. Excellent understanding of outdoor safety management systems and the Safety Audit Standard.
- 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.
- Initiative and independence – able to work things out without having to be shown too often. Takes responsibility for their own time and effectiveness. Alert to opportunities to contribute appropriately without being told. Able to spot and implement opportunities for improving situations.

**Key relationships:**

Internal: General Manager, Administrator and other staff

External: Section instruction coordinators, independent contractors, DOC

Direct reports: None

**Expected salary:** \$30,000 - \$35,000 for 20 hours depending on experience and skill fit for the position