

GRADUATE WOMEN MANAWATU CHARITABLE TRUST INC

Job Description

MANAGER, ACADEMIC DRESS HIRE

Refectory Road, Massey University, Palmerston North

OVERVIEW

Graduate Women Manawatu Charitable Trust Inc. (Trust) is a registered charitable trust which aims to support the educational aspirations of women. The Trust owns and operates *Academic Dress Hire*, a business located at Massey University, Palmerston North, which provides academic regalia for hire and sale throughout New Zealand.

Income derived from the business is distributed to beneficiaries through award programmes and other donations made in accordance with the Trust's charitable purpose.

The Manager, Academic Dress Hire, is responsible for the operations of the business under the direction of the Trust Board to ensure delivery of the objectives of the strategic plan.

POSITION TITLE: Manager, Academic Dress Hire

Responsible to: Trust Board, through the Chair of the Trust Board

KEY RESPONSIBILITIES

The Manager is responsible for the operational planning and efficient functioning of all areas of the Academic Dress Hire business. The Manager will implement the strategic objectives approved by the Trust Board, comply with all approved policies and compliance requirements, and the reasonable instructions of the Trust Board.

The Manager will have the following specific responsibilities:

Business Development

- Maintain and grow the Academic Dress Hire business in line with the strategic plan approved by the Trust Board.
- Identify new opportunities for cost-effective revenue development.
- Maintain and build key strategic relationships that will benefit the business.

Stakeholder relationships

- Liaise directly with Graduations Committee Chairs, or their nominated Event Co-ordinator, at Massey University, Palmerston North, Wellington and Albany in respect of graduation dates and gowning requirements.
- Travel to other Massey campuses to facilitate gown hire at their graduations.
- Liaise directly with nominated contact persons at other Tertiary clients.
- Liaise directly with Managers of other Academic Dress Hire services throughout New Zealand in relation to inter-branch regalia hire requirements.
- Review robing sections of Massey University's graduation information booklet each year, and advise Massey University of any recommended changes.
- Consult with Massey University, and other clients, in regard to new hood descriptions as colours are decided.
- Attend meetings as requested to represent the Academic Dress Hire perspective on issues that may arise.
- Communicate with clients from a wide range of ethnic backgrounds and English language proficiency.

Planning

- Monitor proposed ceremony dates selected by client institutions and make representations at an early stage if clashing of dates threaten to jeopardise service delivery.
- Update the inventory database as required to allow for new degrees and changing ceremony configurations.
- Modify operational procedures to address changes required from time to time, and keep the Operational Manuals updated as these changes occur.
- Set appropriate application due dates which allow orderly processing of customer orders.
- Arrange appropriate office opening hours, varying throughout the year according to client demand, and ensure these opening times are well advertised by answerphone, website and physical notices.
- Monitor total hire volume and use trends to predict future client demand and workload.
- Maintain and enhance the Academic Dress Hire brand.

Personnel Management

- Appoint, supervise and be responsible for the performance all staff.
- Review performance of all staff annually against agreed performance criteria, and in accordance with guidelines provided by Trust Board.
- Recommend staff salary levels and annual salary increases to the Trust Board for approval.
- Review staff job descriptions periodically to ensure that the available hours and individual skills of staff members are deployed most effectively. As far as possible, the Manager will ensure that there is more than one person familiar with each aspect of the work in order to provide cover in the event of sudden absence.
- Develop and deliver a programme of relevant staff training, including induction of new staff.

Health and Safety

- Implement the Health and Safety Management Plan approved by the Trust Board.
- Report quarterly to the Trust Board on health and safety management.

Financial Management

- Manage operational and capital expenditure within the budget approved by the Trust Board.
- Maintain a system of financial control that ensures segregation of duties in processing of all payments, and security of cash, and sensitive records.
- Co-approve all purchases of supplies and services within delegated authority.
- Manage the payment of wages, PAYE, GST, and Kiwisaver.
- Manage the preparation of monthly financial reports in conjunction with the Chair of the Finance Sub-Committee of the Trust Board.
- Provide all necessary documentation required for annual financial audit.
- Present the annual insurance renewal proposal for Board approval.

Inventory Management

- Oversee periodic stocktaking and stock maintenance to ensure that optimal quality of stock is maintained.
- Maintain the inventory database accurately.
- Review stock valuations each year.
- Prepare an annual capital budget for stock purchase, and equipment requirements, for approval of the Trust Board.

Services

- Recommend appropriate fees for approval of the Trust Board, having regard to the overall profitability of the Academic Dress Hire business and the fees charged elsewhere in New Zealand for similar services.
- Maintain and enhance the web-based order system for regalia hire and purchase.
- Ensure that the Academic Dress Hire website www.masseygowns.org.nz is operative and current at all times and is updated with changes in prices, times, dates, ceremonies, degrees, and colours.
- Ensure systems are operating effectively and efficiently for the delivery and return of regalia.
- Ensure accuracy of service delivery for graduation ceremonies.
- Negotiate and establish contract arrangements for supply of regalia to institutions hiring in bulk.
- Maintain accurate record keeping in both hardcopy and electronic format, ensuring all systems are routinely backed up, and that archives are maintained in consultation with the Trust Board Archivist.

Reporting

- Attend all Trust Board meetings, and report as requested to the Trust Board on Academic Dress Hire business performance.

- Prepare quarterly financial reports in conjunction with the Chair of the Finance Sub-Committee.
- Prepare an Annual Managers Report for Trust Board approval.
- Support the Trust Board Secretary in preparation of meeting Agenda, and circulation of Board papers and reports as required.

General

- Meet our obligations under the Treaty of Waitangi.
- Represent the diversity of the stakeholder base, and be sensitive to cultural differences that exist.
- Respect and protect the special relationship between Academic Dress Hire and Massey University.
- Undertake any task that may be reasonably required by the Trust Board.

Key Result Areas

The performance of the Manager will be measured in term of the expected outcome in the following key performance areas

(a) Business Development

Achieves targets for business performance as agreed with the Trust Board.
Prepares an operational plan each year.

(b) Performance Improvement

Seeks service and process improvement.
Improves performance through the use of data and information.

(c) Personnel Management

Maintains good working relationships with staff and key stakeholders.
Completes annual staff performance reviews, and salary reviews.
Provides a safe working environment at all times for all staff, clients, and visitors.

(d) Inventory Management

Maintains stock at the optimal levels and of sufficient quality to meet known service demands.
Maintains accurate inventory records.

(e) Financial Management

Manages actual expenditure within budgeted expenditure.
Prepares quarterly financial reports for Board adoption.
Ensures delegated authorities are observed.

(f) Management of information and information technology

Builds and manages knowledge assets.
Ensures integrity of data and information.
Ensures hardware and software are reliable and secure.

Performance Review

Key performance areas will be evaluated each year by the Trust Board. This task will be delegated to the Remuneration Sub-Committee.

Hours of Work

Academic Dress Hire has two peak periods of service demand being April/May and November/December.

Academic Dress Hire is currently open Mon-Thurs 9am-3pm except during peak periods. The Manager is required to work a base 30 hours per week (0.8FTE). Flexibility is necessary to accommodate peak demand when additional hours will be required.

Staff

4 permanent part-time (3FTE)

Remuneration

To be negotiated

PERSON SPECIFICATION

The Manager – Academic Dress Hire will

- Possess proven business management skills, ideally within a small to medium sized business.
- Demonstrate a proven commitment to customer service excellence.
- Have an ability to think strategically, and translate this into operational plans.
- Have well-developed interpersonal skills and the ability to work well with a diverse range of people.
- Demonstrate strong oral and written communication skills.
- Be capable of utilising e-commerce technologies available to small business.
- Be competent with financial management information systems (preferably MYOB), and the Microsoft suite of products (namely Word, Excel, Access, Outlook).
- Be flexible and able to manage uneven workload demands throughout the year.
- Possess a high level of personal integrity and trustworthiness.
- Preferably hold a tertiary qualification and some understanding of tertiary education processes and structures.
- Be sympathetic to the charitable purpose of Graduate Women Manawatu Charitable Trust Inc.