**Position Description**

Position: Membership and Technical Manager

Reporting to: Chief Executive

Date: August 2024

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| ***New Zealand Certified Builders Association (Inc):*** | |
| Purpose | We back our members to succeed and excel in building and business. |
| Vision | NZCB is recognised as New Zealand’s association for professional builders. |
| Background | New Zealand Certified Builders is a membership organisation for trade qualified residential builders in New Zealand.  Our members build high-quality homes for everyday New Zealanders. We’re the only builder association in New Zealand with strict entry criteria, where the minimum entry requirement for all members is a recognised industry trade qualification in carpentry. This means homeowners can rely on our builders to produce high quality new builds and renovations, backed by our 10-Year Halo Guarantee.  NZCB members are small, resilient businesses, and the business owner is usually on site throughout the build. That means homeowners know exactly who they’re dealing with and what’s happening at every stage of a build or renovation.  The Membership and Technical Manager forms an essential link between our organisation and our members. This person is the voice of the members and ensure that their best interests are at the heart of everything we do. This position is part of the NZCB Executive Leadership Team and offers a rare opportunity to make a positive impact on both a membership base and the broader construction sector. |

**Overall role responsibilities**:

This person leads the Membership and Technical team, managing and delivering technical support activities; managing homeowner and member inquiries; and liaising with the wider building and construction sector. In particular, this role is responsible for:

* Ensuring the quality of new membership applications;
* Developing a rigorous and active NZCB complaints process;
* Maintaining effective and efficient membership administrative processes; and
* Actively managing Probationary members.

In addition, this person is part of the NZCB Executive Leadership team. In this capacity, they have shared responsibility to:

* Provide strategic leadership and direction, ensuring we take a whole of Association approach as we redesign and reposition the organisation and our offerings to members;
* Provide a voice for the residential building market, ensuring we are active in advocacy and engaged with government and media; and
* Foster a culture that provides growth, accountability, and support, ensuring we create a thriving environment in which people love working.

**Key responsibilities of the position:**

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| Strategy and leadership | * Proactively contribute to environmental scanning and analysis to understand global, national and local issues and trends and how they relate to NZCB members, and to the development of NZCB thought leadership. * Proactively work across the sector to contribute to key industry issues, influence thinking, understand impacts and risks, and translate back for NZCB. * With the NZCB Executive Leadership team:   + set the direction of the organisation to fully embrace positive cultural change and delivery of a fit for purpose organisation.   + Ensure the development and management of long-term financial and business plans. * Take an “all of NZCB” view to leading the delivery of the Strategic Plan in your team and across the organisation. |
| People leadership | * Ensure your direct reports have clear performance goals and measures that are aligned with the NZCB strategic goals and meet regularly to discuss and review progress. * Take an active responsibility for the recruitment, induction and onboarding of new direct reports to the team and support direct reports with their on-going development. |
| Stakeholder relationships | * Build strong and constructive relationships with internal and external stakeholders and use them to explain what we are seeking to achieve, build consensus for our direction, influence new ways of working, and contribute to the success of the Association and our members. |

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| Functional delivery – **Membership and Technical** | * Manage the NZCB membership application process, with a focus on setting appropriate entry criteria for applicants and ensuring prospective members meet those criteria. * Lead the initial development, then ongoing management of a robust and active NZCB homeowner complaints (about members) process. * Oversee the membership resignation processes. * Actively manage Probationary members. * Provide leadership to NZCB Territory Managers, ensuring that Territory Managers are:   + Engaging with and supporting the Regional Presidents and their Committees located in their regions,   + Visible at trade events within their regions. * Be a first point of contact with homeowners for complaints (or initial enquiry that could lead to a complaint) that arise in relation to a member’s technical or operational competency. * Provide full reporting to Chief Executive on:   + Membership applications/resignations and trends.   + Homeowner enquiry/complaint themes. |
| Operational and project management | * Provide support to the Chief Executive and NZCB Board. * Consider issues in terms of cost and effective use of Association and team resources, use financial prudence and seek to maximise return on activity. * Ensure the development of annual budgets that contribute to your team’s annual work programme. * Approve capital and operational expenditure (within delegated authority). * Proactively seek and promote ideas and initiatives that improve organisational culture, working environment, and structure and systems. * Sponsor projects and virtual teams to deliver on strategic priorities from time to time. * Ensure projects are aligned with the NZCB strategic plan and policies. |
| Health, safety and well-being | * Work safely and take responsibility for keeping yourself, our colleagues, contractors free from harm. * As a leader/manager, promote health, safety and well-being within the organisation and in your team. |
| Other duties | * Any other duties as may be directed by the Chief Executive from time to time, which could include leading the annual Apprentice Challenge competition across three days coinciding with the annual NZCB Conference. |

**Direct reports:**

* New Membership Coordinator
* Customer Liaison Coordinator
* Territory Manager South Island
* Territory Manager Central and Lower North Island
* Territory Manager Auckland and Northland.

**Key relationships of the position:**

* NZCB Chief Executive
* NZCB Executive Leadership Team and staff
* NZCB Board members
* NZCB Regional Presidents and Regional Coordinators
* NZCB members
* Homeowners
* Legal providers.

**Requirements of the position:**

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| **Skills, knowledge and experience**   * Proven success in a leadership role, including:   + Working collaboratively as a member of a leadership team with a shared organisational vision and goals.   + Leading strategically within an organisation, sector or system.   + Representing the organisation in external forums, advocating and negotiating on behalf of the organisation.   + Working collectively across organisational boundaries.   + Building a high performing team to deliver results.   + Leading change.   + Setting priorities, creating focus and removing road-blocks.   + Making quality decisions. * Extensive experience in the building industry, including a developed understanding of the operational structure of SME residential builders. * Some understanding of the regulatory frameworks of the building sector and of contractual law (as it relates to building). * Proven track record of developing and maintaining relationships with, and the trust and confidence of, senior colleagues, stakeholders and Board members. * Excellent written and oral communication skills. | **Competencies**  The following competencies/behaviours are particularly relevant to this leadership role:   * *Strategic agility* – can anticipate future consequences and trends; has broad knowledge and perspective. * *Action orientated* – seizes opportunities, is full of energy, drives for results. * *Collaborative* – can find common ground and solve problems for the good of all; maintains good peer relationships. * *Approachable* – builds rapport well, puts others at ease, relates well to others. * *Resilient and flexible* – can deal with ambiguity; shifts gears comfortably. * *Composed* – remains cool under pressure. * *Innovative* – Creates new and better ways for the organisation to be successful. * *Maintains integrity and trust.*   **Qualifications & Experience**   * NZ Certificate in Carpentry (Level 4) or equivalent. * Tertiary qualification in business or construction. * Sales Management experience. |