

Inner City Women's Group (ICWG)

Position Description

General Manager | Mana Whakahaere

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| Position Title | General Manager |
| Reports to | ICWG Board of Trustees |
| Location | Auckland |
| Hours/Status | Full Time – 40 hours per week This may include weekday, evening and weekend hours. |
| Internal Relationships | Operations Lead, Facilitators, Independent Contractors and External Funders & Stakeholders. |
| External Relationships | Oranga Tamariki, Funders, Referring Agencies, Ministry of Justice, Corrections, Ministry of Social Development, Allied Community Agencies |

Our Mission

It is ICWG's Mission to:

- Support women through education and empowerment to make good decisions for themselves and family/whānau
- Prioritise the safety of women and children, families/whānau
- Work in a culturally appropriate manner through acknowledging women's cultures
- To help break the cycle of domestic violence and child abuse
- Offer expertise, skills training through the provision of community-based services
- Provide services that are accessible in terms of time and place
- Provide services that are evidence based

Position Purpose

The General Manager | Mana Whakahaere is responsible for providing operational, strategic, and cultural leadership across the organisation. Working closely with the Board of Trustees, this role ensures the delivery of high-quality services, alignment with the organisation's mission and values, and long-term sustainability.

A key part of this role is sector advocacy and education — raising awareness of the issues affecting women impacted by violence, championing systemic change, and ensuring ICWG's voice is heard in key policy and funding conversations. The General Manager represents the organisation in sector networks, builds partnerships to amplify collective impact, and contributes to a more just and equitable society.

| Key Responsibilities | Expected Outcomes |
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| Strategic and Operational Leadership | |
| <ul style="list-style-type: none"> • Provide effective leadership and operational oversight to ensure ICWG delivers on its vision, strategic goals, and contractual obligations. • Develop and recommend long-range strategic and business plans for Board consideration that align with ICWG's kaupapa and long-term sustainability. • Implement all approved strategies, policies, plans, and budgets to ensure efficient and effective operations. • Monitor and manage risks, advising the Board on emerging issues, opportunities, and mitigation strategies. • Lead sector engagement and advocacy efforts, including submissions to government agencies and participation in forums, to influence policy and elevate the voice of ICWG. | <ul style="list-style-type: none"> • ICWG operates in alignment with its strategic plan, kaupapa, and priorities set by the Board. • Business planning reflects long-term sustainability, innovation, and responsiveness to the community. • Organisational risks are identified early and managed effectively. • Advocacy positions are well-articulated and influence change in policy or funding environments. |
| Financial and Organisational Sustainability | |

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| <ul style="list-style-type: none"> • Ensure financial viability through robust planning, budgeting, reporting, and cash flow management. • Submit accurate and timely financial statements and reports for Board, funders, and regulatory bodies. • Lead the identification and pursuit of new business and funding opportunities to support service growth and innovation. • Ensure compliance with statutory, legal, and funding requirements, including the Charities Act, Privacy Act, and Health and Safety at Work Act. | <ul style="list-style-type: none"> • ICWG remains financially stable and solvent, with sound financial practices and clear reporting. • Budgets are delivered on time, monitored effectively, and align with strategic priorities. • Funding is diversified and secured to sustain and grow services. • Statutory obligations are met without breaches or penalties. |
| People and Culture | |
| <ul style="list-style-type: none"> • Provide mana-enhancing support and professional oversight to all kaimahi, contractors, students, and volunteers within the organisation. • Foster a positive, values-driven workplace culture that is trauma-informed, safe, inclusive, and supportive of wellbeing and development. • Ensure human resource systems and policies are fit-for-purpose, culturally responsive, and support recruitment, induction, development, and performance review processes. | <ul style="list-style-type: none"> • Kaimahi, contractors, students, and volunteers are engaged, supported, and contributing positively to ICWG's mahi. • Organisational culture reflects ICWG's values: manaakitanga, equity, integrity, and resilience. • HR policies and practices are up to date, compliant, and culturally responsive. • Retention, wellbeing, and professional development of staff are prioritised and tracked. |
| Service Excellence and Client Data Integrity | |
| <ul style="list-style-type: none"> • Promote a quality assurance lens across all programmes and services, ensuring they are evidence-based, culturally grounded, and client-centred. Ensure the Client Management System (CMS) is effectively used for service delivery, performance monitoring, and reporting to stakeholders. • Uphold Privacy Act responsibilities relating to client information, data storage, and informed consent. • Lead the use of accurate and ethical data collection and analysis to demonstrate outcomes, inform decision-making, and meet funder and audit requirements. | <ul style="list-style-type: none"> • Services are consistently delivered to high standards, are trauma-informed, and culturally appropriate. • Client data is secure, ethically used, and informs continuous improvement. • CMS is used effectively for monitoring, reporting, and accountability to funders and auditors. • Quality assurance processes are in place, evaluated regularly, and drive service innovation. |
| Stakeholder Engagement and Representation | |
| <ul style="list-style-type: none"> • Actively promote ICWG in public forums and maintain strong working relationships with government, sector partners, iwi, funders, and community networks. • Ensure ICWG's presence and contribution in cross-sectoral collaborations, submissions, and networks relevant to women's wellbeing, safety, and social justice. • Maintain awareness of political, economic, technological, and community trends to inform strategic responses and ensure ICWG remains agile and responsive to need. | <ul style="list-style-type: none"> • ICWG is a visible, credible, and respected voice in local and national forums. • Strong and collaborative relationships are maintained with iwi, government agencies, funders, NGOs, and community stakeholders. • ICWG is recognised as a sector leader contributing to system-level change for wāhine and their whānau. • Submissions and public engagements reflect ICWG's kaupapa and priorities. |
| Cultural Leadership and Te Tiriti o Waitangi | |
| <ul style="list-style-type: none"> • Demonstrate a strong commitment to Te Tiriti o Waitangi, ensuring ICWG practices are culturally responsive, safe, | <ul style="list-style-type: none"> • ICWG is seen as a leader in bicultural practice and Te Tiriti partnership. |

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| <p>and uphold the mana of tāngata whenua and all communities served.</p> <ul style="list-style-type: none"> Champion diversity, equity, and inclusion across the organisation and in all external engagements. | <ul style="list-style-type: none"> Services are culturally grounded and safe for tāngata whenua and all communities. Internal practices uphold equity, inclusion, and mana-enhancing approaches. |
| Health and Safety | |
| <ul style="list-style-type: none"> Fulfil the responsibilities of a 'Person Conducting a Business or Undertaking' (PCBU) under the Health and Safety at Work Act 2015. Provide visible leadership and governance of health and safety across all ICWG operations. Ensure that health and safety systems are embedded, monitored, and continuously improved to protect kaimahi, clients, volunteers, and visitors. Promote a culture of safety and wellbeing, and ensure appropriate training, hazard identification, incident reporting, and compliance processes are maintained. | <ul style="list-style-type: none"> A proactive safety culture is embedded across the organisation. All incidents, hazards, and risks are reported and responded to appropriately. Health and safety compliance is monitored and reviewed regularly. Kaimahi and clients operate in physically and psychologically safe environments. |

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| Person Specification |
| Knowledge, Skills & Experience |
| <ul style="list-style-type: none"> Senior leadership experience in the non-profit or social services sector, with hands-on service delivery expertise. Strong understanding of financial, HR, and operational management within a charitable context. Demonstrated knowledge of family violence dynamics and trauma-informed practice. Deep cultural competency, with a commitment to Te Tiriti o Waitangi and working effectively with Māori and diverse communities. Skilled in stakeholder engagement, advocacy, and external representation at sector level. Experience in managing data systems, reporting, and Privacy Act compliance. A tertiary qualification in social work, psychology, business, or management (or equivalent experience). Additional training in family violence, trauma-informed practice, and kaupapa Māori approaches is advantageous. Relevant professional affiliations such as SWRB or NZAC are also beneficial. |

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| Competencies | |
| Leading and Supervising | <ul style="list-style-type: none"> Makes prompt, clear decisions and takes responsibility for outcomes. Acts with integrity, confidence and independence. Sets and upholds high standards of behavior and performance. Delegates work appropriately and fairly. Motivates and empowers others, building a strong and capable team. Provides kaimahi with development opportunities and coaching. Leads effective recruitment and induction processes to attract high-calibre people. |
| Relating and Networking | <ul style="list-style-type: none"> Builds and maintains positive, trusted relationships with colleagues, partners, and key stakeholders. Communicates effectively and respectfully at all levels. Represents ICWG positively in external forums and sector networks. Manages sensitive relationships and situations with discretion and professionalism. Fosters collaboration and cross-sector partnerships to enhance ICWG's presence and influence. |

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| Persuading and Influencing | <ul style="list-style-type: none"> • Makes a strong impression through clear, values-aligned communication. • Persuades and negotiates effectively to gain support and alignment. • Advocates for sector change and promotes ICWG's kaupapa with credibility. • Navigates political and organisational environments with sound judgement and awareness. |
| Presenting and Communicating information | <ul style="list-style-type: none"> • Communicates complex information clearly and confidently to different audiences. • Responds to feedback and questions with openness and credibility. • Delivers presentations and written updates that reflect organisational goals and insights. • Represents ICWG in public and professional forums with mana and integrity. |
| Writing and reporting | <ul style="list-style-type: none"> • Produces clear, accurate, and structured reports for the board, funders, and stakeholders. • Prepares and submits timely, accurate funding applications and reports that meet the specific requirements of funders and grant-making bodies. • Maintains confidentiality and ensures compliance with privacy obligations. • Writes in a manner that is fit-for-purpose and aligned with ICWG's tone and audience. • Analyses and presents data to support evidence-based decision-making. |
| Analysing | <ul style="list-style-type: none"> • Interprets financial, operational, and stakeholder data to inform planning. • Identifies risks, patterns, and strategic opportunities. • Applies systems thinking to improve service effectiveness and sustainability. • Uses insights to contribute to innovation and continuous improvement. • Use insights to inform and contribute to improving programme effectiveness. |
| Planning and organising | <ul style="list-style-type: none"> • Leads strategic and operational planning aligned with ICWG's kaupapa. • Sets realistic goals, timelines, and resource plans. • Balances competing priorities and remains adaptable to change. • Manages workflow and ensures key responsibilities and contracts are delivered on time and to standard. |
| Delivering results and meeting customer expectations | <ul style="list-style-type: none"> • Sets and upholds high expectations for quality, transparency, and accountability. • Maintains oversight of organisational performance across all functions. • Supports a culture of continuous improvement and outcome measurement. • Ensures funder and contract obligations are met consistently. |
| Following instructions and procedures | <ul style="list-style-type: none"> • Understands and upholds the policies, procedures, and frameworks of ICWG. • Ensures compliance with relevant legislation, including health and safety, financial accountability, and data protection. • Leads by example in ethical and professional conduct. • Champions safe, culturally grounded, and legally compliant practices. • Demonstrate professionalism by being reliable, punctual, and committed to the organization's mission |
| Coping with pressure and setbacks | <ul style="list-style-type: none"> • Maintains resilience and professionalism in complex or high-pressure environments. • Models and supports effective boundary-setting and wellbeing practices for others. • Responds and adapts constructively to setbacks and feedback while maintaining a solution-focused approach. • Supports the organisation and kaimahi through times of change or challenge. |