



Big Brothers Big Sisters of Christchurch

Business Development Manager

EMPLOYER:	Big Brothers Big Sisters of Christchurch
POSITION TITLE:	Business Development Manager
SERVICE:	Delivery of a Mentoring Programme for young people in Christchurch.
HOURS:	30 hours per week (or more by negotiation)
REPORTS TO:	Manager
FUNCTIONAL RELATIONSHIPS:	Community and business partners, donors, grant funders, volunteers, local schools, young people and their parents; local community recruitment and referral agencies
DATE WRITTEN:	Jun 2018

PRINCIPAL OBJECTIVES OF THE POSITION

The principle objective of the Mentoring Programme is to work alongside school and whanau to encourage healthy youth development by providing a mentoring service for individual young people aged 6-18 in Christchurch. The mentoring programme involves getting alongside individual young people that exhibit, particularly low self-esteem, personal, social/relational difficulties.

PRIMARY OBJECTIVES: To assist the manager in leading the organization with a particular emphasis on business development, strategic relationship management and sustainable fundraising - so more mentoring matches can be made.

- KEY ACCOUNTABILITIES:**
1. Manage current supporter database and develop new strategic relationships with businesses, corporates, donors and individuals - to aid the continued growth and sustainability of the mentoring programme.
 2. Management of fundraising through donations, grants, sponsorship, bequests and special events.
 3. Marketing, Communications and Brand Management.
 4. Supporting a Caseload of Mentoring Matches.

	KEY TASKS	OUTCOMES
1	SUPPORTER DATABASE	SUPPORTER DATABASE
	<ul style="list-style-type: none"> a. Manage the current supporter database (Infoodle) b. Develop key strategic plans for growth of the database and securing more supporters c. Oversee all communications with donor/supporters 	<ul style="list-style-type: none"> • Donor/supporter information recorded accurately • Ongoing relationship and communications is managed accordingly • Required communications happen on time ie. newsletters, accountabilities, reports etc. • All donor/supporters thanked in a timely manner

2	FUNDRAISING AND INCOME GENERATION	FUNDRAISING AND INCOME GENERATION
	<ul style="list-style-type: none"> a. Develop, implement and complete the annual fundraising plan in line with strategy set by the trust board b. Manage grant funding programme and all community fundraising including general donations, regular giving, online giving, appeal, donor acquisition, the Entertainment Book, bequests and events c. Manage all corporate giving including charity of choice, sponsorship and payroll giving 	<ul style="list-style-type: none"> • Take the lead in the development of the plan • Plan approved by management • All donor/supporters thanked in a timely manner • Compelling ask letters, proposals etc written • Manage annual fundraising events • Securing key business, corporate and individual supporters to aid sustainable income for the organisation
3	MARKETING & COMMUNICATION	MARKETING & COMMUNICATION
	<ul style="list-style-type: none"> a. Develop, implement and complete the annual marketing & communication plan in line with strategy set by the trust board b. Foster positive relationships with donors, funders, supporters and volunteers c. Review and update all collateral including brochures, business cards, letterhead and email signatures d. Ensure brand consistency across all communication internal and external e. Present to external groups about the work of BBBS Chch f. Produce and distribute regular media releases 	<ul style="list-style-type: none"> • Take the lead in the development of the plan • Plan approved by management • Communications targeted to grow stakeholder engagement in particular an increase in donors • Produce a bi-annual newsletter • Ensure that our Facebook/social media activity is consistent and engaging, posting a minimum of 2-3 times per week • Produce a minimum of one media release per month. • Present to a minimum of one external group per month
4	MENTORING	MENTORING
	<p>Recruiting, screening and training volunteers</p> <ul style="list-style-type: none"> a. Recruiting and screening volunteers – Volunteers recruited and vetted using BBBSNZ standards as minimum. b. Assist with the orientation training sessions for volunteers. c. Assess training needs of each mentor and link with other opportunities for training. 	<ul style="list-style-type: none"> • 10-20 volunteers successfully matched. • Volunteer Intake Checklist and Applicant Assessments completed for all new volunteers before a match starts • Each mentor trained in basic areas of mentoring as covered in the orientation training. • Each mentor trained in other areas as required

	<p>Finding children needing mentoring Accessing, receiving referrals and screening the children needing mentoring</p>	<ul style="list-style-type: none"> • School Based: Regular contact with school liaison at participating schools so suitable referrals can be made efficiently and in a timely manner. • Community Based: Connections with referral sources including relevant agencies in the local area. • Referrals all received, screened using child intake checklist. • Wait list of referrals kept and monitored regularly.
	<p>Facilitating mentoring that brings about good outcomes for young people</p> <ol style="list-style-type: none"> a. Make mentoring matches that are built to last b. Supporting matches to increase the length and impact of the match on the young person c. Ensuring the safety of the young people and volunteers in our programme. d. Assist the team in running termly events for volunteers and children to attend together. 	<ul style="list-style-type: none"> • Rationale for suitability of each match documented • Regular (as prescribed by the Standards of Practise at BBBS in NZ) documented contact with volunteers, child and their parent (and school if appropriate) using Supervision Caselog. • Monitor match activities and mentoring behavior are within best practice paramaters. • Events run by the team where volunteers and young people feel supported.
	<p>Supporting Volunteers</p> <ol style="list-style-type: none"> a. Recognizing the voluntary nature of the volunteers, being available to listen carefully and support them appropriately throughout their match. Extra support is offered when there is crisis or challenges. b. Volunteers personal development and awareness increased through mentoring. 	<ul style="list-style-type: none"> • Coordinator available for volunteers as needed, sometimes out of normal work hours. • Volunteers are clear about their roles and the parameters of the relationship. • Volunteers report being supported and well understood by their coordinator. • Volunteers reflect that their experience is valuable for their personal development.
	<p>Mentoring Assist with mentoring where required</p>	<ul style="list-style-type: none"> • Mentoring of at least one young person as agreed with Manager. • Role modeling of effective mentoring practice.
5	PERSONAL & PROFESSIONAL DEVELOPMENT	PERSONAL & PROFESSIONAL DEVELOPMENT
	Personal supervision by a qualified person – financed by the Trust.	Effective, appropriate supervision.
	Keeping up to date with practice Attending training as agreed with Manager	Ongoing evidence of professional and personal development.
	Develop and maintain own peer support	Appropriate, regular and helpful peer

	and ensure appropriate time is given to personal study and refreshment	support maintained. Adequate refreshment achieved.
	Join Canterbury Youth Workers Collective (CYWC)	Active membership maintained or alternative association
6	RELATIONSHIPS	RELATIONSHIPS
	Maintain good relationships with Manager, other staff, and Trust members.	<ul style="list-style-type: none"> • Regular supervision with Manager • Attendance at staff meetings as required
	Maintain good relationships with Volunteers, young people, Schools and parents/caregivers.	Good working relationships are maintained.
	Establish, develop and maintain relationships with funders/donors/sponsors	Good working relationships are maintained.
7	REPORTING AND ACCOUNTABILITY	REPORTING AND ACCOUNTABILITY
	To be accountable to the Manager	<ul style="list-style-type: none"> • Annual budget for marketing and fundraising submitted to the Manager for approval • Commentary provided monthly on progress and variations • To complete documentation prior to matching and caselog during the match
	Undertake all activities in accordance and compliance with the Best Practice Guidelines, Contracts, Arrangements and Complaints Procedures of the Project, and the C.Y.W.C.'s Code of Ethics.	Adhere to guidelines.
	To seek approval from Trust Board for budget setting and any expenditure beyond a given amount.	Approval sought
8	HEALTH AND SAFETY	HEALTH AND SAFETY
	Take all practical steps to ensure personal safety and the safety of others (in particular – risk assessments for outings).	Safe work practices and equipment at all times. Appropriate risk assessment and managed carried out.
	Ensure personal work environment is safe and safety equipment is used when required.	Work environment maintained in safe condition, free of any potential hazards. Safety equipment used.
	Understand and fulfill health and safety responsibilities under the Health and Safety in Employment Act 1992.	Health and safety responsibilities under the Health and Safety Act understood and fulfilled conscientiously at all times.
	Understand and fulfill statutory requirements as an employee to report hazards, incidents or accidents to	All hazards, incidents or accidents (either observed or experienced) reported within the same working day.

	supervisors.	
9	GENERAL	GENERAL
	Undertake such other related tasks and duties, as may be requested by the Trust Board from time to time.	Other related tasks and duties, which may be required from time to time, undertaken co-operatively.
10	ADMINISTRATION	ADMINISTRATION
	Undertake some administrative tasks as required by the manager.	Tasks completed within deadlines as defined by manager.

IDEAL PERSON PROFILE

A. Qualifications

- ◆ A relevant tertiary qualification and/or associated industry training is desirable

B. Competencies and Skills

- ◆ Experience in leadership and working strategically
- ◆ Proven successful experience in development of business or a not for profit organisation
- ◆ fundraising activities and marketing/communications in a fast-paced environment.
- ◆ Successful experience in dealing with diverse groups and fostering positive relationships
- ◆ Understanding of and responsive to the values and priorities of Big Brothers Big Sisters of Christchurch, and in particular donors and clients.
- ◆ Proficiency with a variety of relevant IT applications – eg Microsoft Office suite, donor database software
- ◆ Understanding and empathy with the Maori perspective and show commitment to the principles of the Treaty of Waitangi and biculturalism
- ◆ Supportive of Big Brothers Big Sisters of Christchurch mission, ethos and goals.

C. Personal Attributes

- ◆ Excellent communication skills both verbal and written.
 - ◆ A desire to achieve.
 - ◆ Well-organised, effective time manager
 - ◆ Show commitment to the aims of the team and work in a team environment.
 - ◆ Ability to meet deadlines and deliver a high quality product.
 - ◆ Creative, innovative and lateral thinker.
 - ◆ Conscientious attention to detail.
 - ◆ Resilient under stress
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- ◆ Ability to reflect on own performance and demonstrate commitment to personal professional development.