

Revision date: May 2020

Services Facilitator

The Services Facilitator is responsible for the onsite and offsite services that create the supporting structures for the Kiwiburn event. The Services Facilitator is an active member of the Kiwiburn Executive Committee (ExCom); the role involves being part of strategic and crucial decision making for Kiwiburn, and being a voice for your Team Leads and community.

The Services Facilitator is responsible for ensuring that the Team Leads for Depot, Gate, Greeters, Ticketing, and Town Hall departments are able to successfully achieve their operational goals for the Kiwiburn event each year. Year round this role includes project management, planning timelines, and working with Team Leads to produce policies and documentation. The role relies on strong cross-team communication between your own departments and with Team Leads and Facilitators from other departments within Kiwiburn.

Key Responsibilities

- Act in a manner fitting of an ExCom member, as per the ExCom [Memorandum of Understanding](#).
- Maintain communication and information sharing according to Kiwiburn's [Organisational Structure](#).
- Keep teams informed of any key decisions that affect them.
- Maintain servicesfacilitator@kiwiburn.com and associated department email addresses.
- Participate in ExCom online discussion groups and attend online meetings monthly.
- Provide leadership and strategic direction for the Service Department Team Leads.
- Ensure teams meet deadlines and key deliverables.
- Ensure teams work together in a smooth and efficient manner, minimising and resolving conflict.
- Consult with Team Leads on larger organisational issues prior to making decisions, and keep teams informed of any key decisions that affect them.
- Ensure timeliness and responsiveness across all project work.
- Assist with the on-boarding of new Team Leads in conjunction with Volunteer Coordinator (email, welcome pack, face to face or phone queries).
- Manage department and team spending, including developing and working within budgets.
- Train a 2IC in the running of the department.
- Write an Afterburn document and collate your team's Afterburn reports in a timely fashion.
- Create relevant job manuals or documentation, and keep Asana tasks updated so someone could run your department in your absence.
- Take part in a peer review before the ExComSummit each year.

Performance objectives

- Monthly check ins with all Team Leads
- Liaise with Infrastructure to make sure onsite needs are met for Services Teams
- Ensure Services Teams are able to achieve their operational requirements for the Kiwiburn event
- Take part in performance development after the event
- Write an Afterburn report
- Update Asana tasks as required
- Update documentation and Job Description as required.

Working Relationships

- ExCom Chairperson (senior)
- ExCom members (colleagues)
- Team Leads of the Services department (responsible for)
 - Depot
 - Gate
 - Greeters
 - Ticketing
 - Town Hall
- Communications Department
- Infrastructure Department, with key reference to MPW who will be responsible for setting up the onsite facilities for your team

Who to contact for support

This can be a challenging role. As an ExCom member you can approach the Chair and other ExCom members for general help and guidance, or a specific Team Lead for technical help. Any issues which arise can also be raised in ExCom meetings, and more volunteers can be assigned to your department by the Crew Facilitator as required if the workload demands it.

You are also able to reach out to Crew Support (crewsupport@kiwiburn.com) anytime, as you need.

Time Commitment

- **Year round:** 2 - 5 hours per week (including monthly online ExCom meeting).
- **September to January:** 5 - 10 hours per week.
- **On site:** Not required unless in another capacity.
- **Post Event:** 2 - 5 hours per week, and one (or two) weekend(s) for ExCom Summit.

Necessary Qualities, Knowledge and Experience

- Familiarity with the various Kiwiburn teams and their functions.
- Regular access to a computer and internet.
- Able to work collaboratively in a team with integrity and respect.
- Strong communication skills, especially in an online environment.
- Time management – work planning and ability to stick to deadlines.
- Flexibility and adaptability in a potentially fast changing environment.
- Comfortable learning/using software.
- Self directed learner.
- Effective stakeholder management.

Desirable Qualities, Knowledge and Experience

- Prior leadership position within the Kiwiburn organisation preferred but determined on a case by case basis.
- Previous experience managing a team of people with different workloads and priorities.
- Existing relationship/s with Team Leads.
- Project management experience.
- Experience as a Team Lead on one or more of the teams you will be facilitating.

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- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi)
 - Please read these links for more information if you are unsure;
<https://waitangitribunal.govt.nz/publications-and-resources/school-resources/treaty-past-and-present/section-3/>
<https://waitangitribunal.govt.nz/treaty-of-waitangi/meaning-of-the-treaty/>
 - Strong working knowledge of Google Docs and project management software eg Asana

ExCom Commitments

As a member of the ExCom you will be responsible for shaping Kiwiburns strategic vision and make decisions on behalf of the community. If you have not served on the board of a Not For Profit before, we suggest you read up on required responsibilities [here](#).

Your specific responsibilities include:

- Making yourself available for monthly ExCom meetings. You must attend 10 / 12 meetings and send apologies if you are unable to attend, and prepare for these meetings by reading the Agenda and associated documents so that meetings can be as efficient as possible.
- Endeavouring to keep all communications on course, in line with the Code of Conduct and in line with community values. Any defamation will be recorded as an issue on your yearly review.
- Setting your Team Leads up for success, checking in and providing help when needed and confirming that they are staying on the timeline.
- Training a 2IC in all aspects of your role.
- Answering emails and completing tasks in accordance to your Job Description. If at any time you are struggling with any aspect of your role or workload and need to step back, notify the ExCom of the expected duration so we can put a plan in place to help.
- If you resign from your ExCom role you must give a minimum of two weeks notice, you must update your Job Description and work with the Communications Team to write a call out to fill your role and if possible train your replacement.