

POSITION TITLE:	Office Manager
LOCATION	Wellington preferably
KEY PURPOSE	To ensure the efficient operation of all Aviation NZ systems and processes, and help deliver benefits to members.
REPORTING:	Reports to the Chief Executive
NATURE & SCOPE:	<p>Aviation NZ is the key industry organisation for the commercial aviation industry. It has 6 divisions and around 300 members, mostly in New Zealand, that collectively own the association.</p> <p>Aviation NZ represents its members interest in regulatory matters, advances professionalism in aviation safety and is the voice of the commercial General Aviation industry. It undertakes work, with membership consultation and advocacy, to improve the way in which members can do business.</p> <p>The Office Manager will</p> <ul style="list-style-type: none"> ● administer member services including the management of the member database; ● manage the Xero accounting system; ● manage Aviation NZ procurement; ● assist member communications including newsletters, maintaining the website, and managing social media; ● assist in event management including the annual conference; ● be the first contact for programmes including industry best practice programmes and ● provide design input to Aviation NZ and divisions.
KEY RELATIONSHIPS:	<ul style="list-style-type: none"> ● Aviation NZ Executive Officers ● Council members ● Divisional Executive Committees ● Members ● Life Members ● Professional Service providers
QUALIFICATIONS	<p>The ideal person for the Office Manager role will have:</p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> ● Professional Qualifications in relevant disciplines. <p><u>Essential Experience</u></p> <ul style="list-style-type: none"> ● Experience in an Office Manager or similar Administrative role <p><u>Desirable Experience</u></p> <ul style="list-style-type: none"> ● Experience with Industry Associations <p>Must be a New Zealand citizen or permanent resident.</p>

Position description – Office Manager, Aviation New Zealand

KEY ATTRIBUTES, KNOWLEDGE & SKILLS REQUIREMENTS:	<p>The ideal person will be:</p> <ul style="list-style-type: none"> ● well organised and able to work well with people; ● familiar with office systems and processes; ● very familiar with XERO; and ● confident in the use of Mailchimp, Google Suite or MS Office; <p>Knowledge of website development and maintenance, mailchimp, and social media knowledge and skills will be an advantage.</p>
PRIMARY RESPONSIBILITIES	Key actions
1.0 MEMBER SERVICES	<p>1.1 First point of contact for members (phone and email);</p> <p>1.2 Keep the membership database up to date and accurate; and manage the membership application process including welcome email, follow up process and keeping partners (e.g. N3) updated;</p> <p>1.3 Maintain databases including Conference and ‘industry best practice programmes’;</p> <p>1.4 Manage newsletters across Aviation NZ including advertisements in the weekly newsletter, and manage other member facing media including the website; and</p> <p>1.5 Participate in business and office planning.</p>
2.0 OFFICE SYSTEMS	<p>2.1 Manage the office;</p> <p>2.2 Be responsible for office procurement, the office lease, office maintenance and make room, catering, travel and accommodation bookings;</p> <p>2.3 Maintain IT equipment and the phone system; and</p> <p>2.4 Maintain Aviation NZ Domain, email, drives and filing system, and users.</p>
3.0 FINANCIAL SYSTEM	<p>3.1 Manage the XERO system including bank reconciliations, payroll, accounts payable and receivable;</p> <p>3.2 Produce reports for Council meetings (P&L and Balance Sheet); and</p> <p>3.3 Help with budget development.</p>
4.0 EVENT MANAGEMENT	<p>4.1 Liaise with potential and contracted venues on room hire, accommodation, meals, AV and budgets, and including set up, move in and move out;</p> <p>4.2 First point of contact for delegates, trade exhibitors and sponsors;</p> <p>4.3 Arrange event requirements including delegate/participant communications and bookings, and packing and shipping of event materials;</p> <p>4.4 Maintain Conference website, run the Conference booth at conference; and</p> <p>4.5 Create all the event marketing.</p>
5.0 SOCIAL MEDIA	<p>5.1 Create content for Twitter, LinkedIn, and Facebook;</p>

	<p>5.2 Monitor all social media for comments or questions;</p> <p>5.3 Monitor member social media pages to remain up to date with members, reshare relevant content/add to newsletter, and follow new members on social media; and</p> <p>5.4 Keep social media analytics spreadsheet updated with inputs to formal reports.</p>
6.0 OTHER	Other activities as required in line with the nature and scope of the role.

KPIs include:

1 Membership Services

- database demonstrably up to date
- newsletters to common format sent out as scheduled
- website is updated regularly

2 Office Systems

- systems function properly

3 Financial System

- Finances managed to requirements
- Reports produced on time

4 Event Management

- events run properly to plan
- customer satisfaction 80%

5 Social Media

- metrics increase by average 10%