

Project Management Coach

Job Description (1.0 FTE)

This job description describes the tasks that will be required of the job holder but does not form a part of the job holder's Employment Agreement. Due to the project-based nature of the role, this Job Description is likely to change from time to time, to ensure that the role continues to best serve CAP's Mission. Therefore, flexibility on the part of the job holder is required.

Location of the Role

CAP Head office, Penrose, Auckland with occasional travel within New Zealand (Working from Home arrangements are negotiable)

Purpose of the Role

- 1) To support CAP teams with running projects, equipping, and inspiring them towards excellent project management
- 2) To ensure that projects for design, piloting, scaling, and evaluation facilitated in BAU teams are run with excellence

Key Relationships

Department:	Services Department – Service Development Team
Reports to:	Head of Service Development
Direct Reports:	None
Key Internal Relationships:	Wider Service Development Team “Heads of” Teams, especially in the Services Department Team Leaders and members in the Service Department

Summary of Role Accountabilities

- 1) Support teams to design, monitor and evaluate projects
- 2) Build Project Management competence within teams
- 3) Ensure projects deliver desired outcomes and/or insights
- 4) Participate in organisation-wide activities.

Role Accountabilities on a day-to-day level

1. Support teams to design, monitor and evaluate allocated projects

- Independently coach teams to build consistent discipline in project management rhythms of:
 - Design
 - Monitoring progress
 - Change and issue management responsiveness

- Stakeholder communications
- Administration and Reporting
- Ensure there is a clear and agreed project documentation, to effectively manage expectations with CAP teams. This should confirm:
 - Clear objectives and focus
 - Effective stakeholder communication
 - Alignment with CAP's values and mission
 - Support wider project teams to make decisions through evidence-based recommendations
- Encourage and facilitate a culture of learning:
 - In posture and leadership style
 - In tools and documentation
- Close projects with excellence, including:
 - Documentation completion
 - Institutionalizing project learnings

Performance Indicators or Measurable Outputs:

- Examples are readily available of excellent decisions made by teams, facilitated by the Project Management Coach
- Clear rationale is provided for projects that do not meet their timelines, budgets and objectives.
- All projects undertaken have "lessons learned" included in project initiation documentation

2. Build project management competence within teams

- Work collaboratively with leaders and teams inspiring them that the work required to manage projects well, it is worth it!
- Coach teams in critical thinking, problem solving, creativity and solution finding (avoiding doing these things for them)
- Manage relationships with excellence, building honest and kind connections that enhance teams as professionals
- Support process of change on a people level, enabling the shifts needed to move from an old way to a new
- Provide support for project coordination and documentation

Performance Indicators or Measurable Outputs:

- Relationships with leaders and teams are strong
- Examples are readily available of the Project Manager providing expertise, advise or suggestions on project structure, documentation, and processes.
- Resistance to change is minimal - responded to with wisdom, sensitivity, and courage
- Still to be decided

3. Ensure projects deliver desired outcomes and/or insights

- Balance coaching and the learning of teams with the need to deliver results
- Maintain accountability for deliverables and outcomes for team-based projects

Performance Indicators or Measurable Outputs could include:

- Examples are readily available of:

- projects finishing on time
- projects finishing on budget
- projects delivering on their intended benefits
- Projects meet their timelines, budgets, and objectives at least 50% of the time

4. Participate in organisation-wide activities

Pertaining to Organisational Identity & Culture:

- Participate in daily and weekly prayer meetings with colleagues for the work of CAP and its clients.
- Attend, and sometimes present at, conferences and away days to learn and grow in the work together with colleagues.
- Participate in Te Ao Māori learning and development opportunities, including within CAP.

Pertaining to Donor Relations:

- Regularly invite personal contacts to contribute to CAP's 'Life Changer' regular giving program and participate in office activities to this end, including an annual thankyou calling evening.
- Attend one Fundraising Dinner per year to support the event and connect with CAP's supporters.
- Help out with 3-4 CAP Church Talks per year around Aotearoa, either by supporting or doing the talk.

Performance Indicators or Measurable Outputs could include:

- Consistently participates in all of the above listed activities

Requirements of the Role

Personal attributes & values

- Demonstrates a growth mindset
- Outstanding relationship builder
- Takes joy in training and developing others
- Desires to lead with humility, curiosity, and focus on results
- A strong personal alignment with the foundational Christian philosophy, organisational identity, culture, and values of CAP
- Ability to work:
 - well and professionally
 - with many different faith expressions, where-ever they are on the spectrum of conservative to charismatic
 - comfortably and well in an NFP organisation that seeks to honour Te Tiriti o Waitangi in the way work is done
 - comfortably and well in an environment which demonstrates the Christian gospel with stakeholders, shares about Jesus Christ as appropriate, and prays
 - under time pressure, and a willingness to – when the work requires it - flexibly to work evenings, and weekends

Skills, knowledge, expertise & experience

- *Preferred but not essential: Education*
 - Tertiary level qualification in relevant area of social work, community development, or social change.
 - Industry qualification relevant to leading projects, ideally projects which facilitate change, service quality assurance, evaluation, or innovation.
 - Industry qualification relevant to coaching, training, or leadership of peers

- *Preferred but not essential: Experience*
 - Proven track record of:
 - Taking initiative in driving growth and change
 - Leading projects that deliver on their desired benefits
 - Guiding teams through decision making processes
 - Facilitation of service evaluation in different forms
 - Ability to shape community services programming/projects based on impact, rather than outputs
 - “Bringing people with you” – using wisdom to determine where learning is more important than execution
 - Proven ability to:
 - Communicate the “why” behind innovation and change, enabling this to be compelling for stakeholders to participate in, support and implement
 - Create and maintain effective documentation frameworks, capturing and reporting on activities for the learning of the wider organisation
 - Thinking strategically and supporting others to do the same
 - Manage budgets, allocating resources wisely

Training & Development will be provided on an ongoing basis.

Job description prepared by: Susan Barrett, Head of Service Development **Last Updated:** Dec 2022

Statement of Acceptance

The Employee will perform the duties set out in this Job Description. These duties may be modified and updated by the Employer from time to time following consultation with the Employee. The Employee also agrees to perform all other reasonable duties and comply with reasonable instructions issued by the Employer.

I confirm that I have read and understand this Job Description, and agree to abide by the duties, tasks and accountabilities within it.

Signature:

Date:

Name: