

CAP Money Coordinator

Job Description – Fixed Term (0.64 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 Support office, Auckland, with occasional travel within New Zealand

Purpose of the Role

- 1) To coordinate the engagement, and development of any new and existing CAP Money coaches, so that they are equipped to share practical money management skills
- 2) To contribute to all aspects of the CAP Money programme as required

Key Relationships

Department:	Services Department
Direct Reports:	None
Direct Manager:	Head of Partner Services & Support
Key Internal Relationships:	Coach Managers
	Partner Services & Support
	F&C Department

Summary of Role Accountabilities

- 1) Oversight of the CAP Money Service
- 2) Build the knowledge, skills and confidence of CAP Money Coaches to minister effectively using CAP Money
- 3) Develop a strong healthy support for CAP Money Coaches that enables ongoing coach engagement
- 4) Participate in organisation-wide activities

Role Accountabilities on a day-to-day level

1. Oversight of the CAP Money Service

- Determine the annual calendar of events for CAP Money, including trainings and Partner Services & Support promotional campaigns. This is done in consultation with the Head of Partner Services & Support, Partner Services & Support Team, and Coach Managers
- In conjunction with the Head of Partner Services & Support and Partner Services & Support Team, organise CAP Money training days (both online and in person) to a high standard, fully engaging and equipping CAP Money Coaches to deliver CAP Money courses
- Provide support of CAP Money IT systems both for reporting purposes and to support CAP Money Coaches with everyday requests
- Input into the delivery of all service reporting including dashboards and centre indicators
- Provide insights to the Partner Services & Support Team regarding coverage and need of the service so as to achieve the desired level of supply of service across

the country

- Respond to information requests, registrations & partnership paperwork for CAP Money Training and CAP Money enquiries within set timeframes
- Maintain accurate records and campaigns for CAP Money churches and coaches on CAP's CRM and the CAP Money website
- Work with the Finance Team to ensure accurate invoicing for CAP Money partner churches
- Ensure all resources are up to date and at sufficient stock levels

2. *Build the knowledge, skills, confidence and pool of CAP Money Coaches to minister effectively using CAP Money*

- Work with Partner Services & Support Team to strengthen relationships with Church Leaders to encourage them to attend events and recruit volunteers to become CAP Money Coaches
- As required from the Head of Partner Services & Support, promote CAP Money through written and verbal communication with Churches, and drive attendance of new Churches at CAP Money training to meet targets
- Work with the Partner Services & Support team to ensure a smooth handover of new Partner Churches pertaining to CAP Money
- Oversight of the onboarding process of new CAP Money Coaches
- Deliver excellent training with the input of the appropriate Advisors, drawing in their expertise and training skills as needed for the equipping CAP Money Coaches, as to deliver effective service standards and meet associated targets of the CAP Money Service
- Strengthen the CAP Money coaches to consistently give opportunities to share Jesus through CAP's services or events

3. *Develop a strong, healthy support for CAP Money Coaches that enable ongoing coach engagement*

- Maintain strong relationships with CAP Money Coaches, encouraging them in running courses, to meet targets for numbers of courses run
- Proactively contact CAP Money Coaches to meet targets for proportions of active Churches, and take actions that minimises attrition
- Ensure that volunteers are adequately communicated with, using multiple channels, including Facebook and CAP Money Coach news
- Ensure all volunteers are honoured and thanked appropriately
- Ensure all volunteer policies and health and safety compliances are in place and routinely updated
- Where appropriate, pray with CAP Money Coaches over the phone or in person

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, that reflect CAP's bicultural position and requirements of the role

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.
- Help out with 1-2 CAP Church Talks per year around Aotearoa, either by supporting or doing the talk.

Authorities

- Allocation of budget resource, within the budget set for CAP Money
- Authority to enter into contracts up to \$500 as per approval of manager

Requirements of the Role

Personal attributes & values

- A strong personal alignment with the foundational Christian philosophy, organisational identity, culture, and values of CAP
- Ability to work with many different faith expressions, where-ever they are on the spectrum of conservative to charismatic
- Ability to work comfortably and well in an environment which demonstrates the Christian gospel with stakeholders, shares about Jesus as appropriate and prays.
- Ability to work and lead comfortably and well in an NFP organisation that seeks to honour Te Tiriti o Waitangi in the way work is done
- Ability to balance empathy, compassion, professionalism and best practice, and to lead others to do the same
- Ability to confidently work with vulnerable people
- Ability to safely and sensitively engage with people from different cultures & backgrounds
- Ability to work under time pressure, and – when the work requires it, a willingness to work flexibly on evenings, and weekends

Skills, knowledge, expertise & experience

- Compile and process all electronic data and paperwork
- Set up all new accounts accurately in CAP's inhouse software system
- Input new Church partners and Cap Money coaches accounts into the SF and maintain the data base as required
- Meticulously update and maintain the CAP database
- Where necessary, proactively problem solve IT requirements of CAP Money coaches
- Respond to relevant queries professionally and in a timely manner
- Clear written and verbal communication skills, as well as an excellent phone manner that demonstrates professionalism, empathy, and cultural competence, with the ability to navigate difficult conversations
- Knowledge of personal finances and budgeting
- Prior Customer service experience desirable, particularly in financial sector
- Able to work at pace with accuracy and efficiency.
- Able to self-motivate with good attention to detail.
- Excellent relationship building and people skills, with a proven track record of working collaboratively in a team.
- High attention to detail with excellent prioritisation and time management skills.
- A willingness to learn and invest in understanding Māori, Pasifika, and other ethnicities

- Recognises opportunities for improvement in processes and will initiate and drive change where appropriate
- Intermediate to Advanced proficiency in Microsoft Suite

Job description updated by: Esther Greenwood, Head of Partner Services & Support

Last Updated: February 2026

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: