

**JOB TITLE**

Youth Hub Manager

**DATE**

Effective 2026

**REPORTS TO**

Chair of the Youth Hub Trust Board

**POSITION PURPOSE**

- Ensure Youth Hub Christchurch operates as a culturally safe <sup>(1)</sup>, inclusive, and efficiently run facility that aligns with the strategic goals and values of the Youth Hub Trust.
- Oversee the day-to-day operations of the Youth Hub and foster a collaborative culture by aligning partnering organisations around shared goals, creating opportunities for partnerships and leadership development, and adapting support as organisational needs evolve.
- Increase youth and youth-service awareness and use of the Youth Hub, supporting equitable access and financial sustainability.
- The Youth Hub operates 24/7, this role requires availability outside standard working hours for incidents or emergencies.

## Key Areas of Accountability

<b>Strategic Management</b>	<ul style="list-style-type: none"> <li>• Work with the Board to ensure operational initiatives align with long-term strategic goals.</li> <li>• Support the Board to achieve its strategic priorities.</li> <li>• Ensure the organisation's strategic direction is clearly communicated and understood by all Youth Hub tenants.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Manage communication with Youth Hub neighbours, including the Community Liaison Group.</li> <li>• Develop and maintain relationships with tenant organisations, youth organisations, and users of Hub facilities.</li> <li>• Ensure enquiries, complaints, and compliments are handled promptly, professionally, and efficiently.</li> <li>• Welcome and engage with youth using the Hub.</li> <li>• Manage volunteers and Youth Advisory Groups</li> </ul>
<b>Collaboration</b>	<ul style="list-style-type: none"> <li>• Support governance-body meetings for Hub-based organisations to advance shared goals.</li> <li>• Facilitate regular meetings with organisational managers and young people to strengthen a culturally safe, inclusive environment.</li> <li>• Provide or connect to training and development opportunities for partnering organisations.</li> <li>• Encourage and support collaborative joint funding applications for shared services and activities at the Hub.</li> <li>• Maintain systems, policies, processes, and information-sharing practices that enable effective collaboration.</li> </ul>
<b>Facility Maintenance</b>	<ul style="list-style-type: none"> <li>• Oversee property maintenance, arranging repairs and completing basic tasks when required (e.g., lightbulbs, minor fixes, graffiti removal).</li> <li>• Conduct daily, weekly, and monthly building inspections in line with BWOFF requirements.</li> <li>• Maintain all statutory compliance obligations.</li> <li>• Ensure the complex is consistently presented to a high standard and remains secure.</li> <li>• Work with the Transitional Housing Provider (CMM) to ensure required maintenance is completed and determine whether costs sit with tenants or the Youth Hub Trust.</li> </ul>
<b>Staff and Contractor Management</b>	<ul style="list-style-type: none"> <li>• Manage staff who report directly: Reception and Operational Support, Caretaker, Events and Activities Co-ordinator.</li> <li>• Carry out regular meetings and maintain best practices of a good employer.</li> <li>• Hold annual performance review meetings.</li> <li>• Ensure salaries are maintained at appropriate levels.</li> <li>• Engage and proactively manage contractors for regular, warranty, and preventative servicing and repairs.</li> <li>• Procure all required services (e.g., security, cleaning, IT, power, maintenance) in line with best-practice procurement.</li> <li>• Monitor and manage contractor performance.</li> <li>• Review contract pricing as required.</li> </ul>

<b>Fundraising</b>	<ul style="list-style-type: none"> <li>• Collate and provide information required for grant applications and reporting.</li> <li>• Support the fundraising contractor and Board with fundraising activities and relationship building.</li> <li>• Undertake fundraising activities as agreed with the Fundraising team.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Provide monthly reports to the Board covering activities, youth and organisational engagement, risks, and health and safety.</li> <li>• Supply robust, up-to-date information to support fully informed strategic decision-making.</li> </ul>
<b>Finance and Budget Management</b>	<ul style="list-style-type: none"> <li>• Create an annual business plan and budget aligned with the Board Strategic Plan. Ensure accurate and timely financial reporting, forecasting, and analysis of budgets, variances, impacts, and risks.</li> <li>• Ensure all administrative tasks, including accounts, are completed in a timely and compliant manner in collaboration with the Trust's bookkeeper.</li> <li>• Report to the Finance Committee of the Board chaired by the Board Treasurer.</li> </ul>
<b>Health, Safety, and Emergency Management</b>	<ul style="list-style-type: none"> <li>• Ensure the Youth Hub complies with the Health and Safety at Work Act (2015) and its amendments.</li> <li>• Develop and maintain health and safety policies and procedures, including evacuation and lockdown training for residents and sub-tenants, and complete all required reporting.</li> <li>• Provide sound health, safety, and emergency-management advice to Hub users.</li> <li>• Champion a culture that supports a culturally safe working environment.</li> <li>• Strengthen worker participation across all organisational H&amp;S practices, including engagement with tenant organisations.</li> <li>• Conduct H&amp;S investigations and follow-up actions for reported near misses, incidents, and accidents.</li> <li>• Proactively identify and manage organisational and operational risks.</li> <li>• Carry out regular health and safety audits.</li> <li>• Develop emergency-management procedures for the facility</li> <li>• Establish a quality cycle that supports continuous improvement.</li> </ul>

#### Key Relationships:

<b>Internal</b>	<b>Nature of the Relationship</b>
The Youth Hub Trust Board	Employment Contract
Reception and Operational Support	Management
Event Co-ordinator	Management
Caretaker	Management

Youth Hub contractors (e.g., fundraising, communications, book-keeping,)	Professional
Current and potential tenants	Co-ordination and Collaboration
Transitional housing provider	Co-ordination, collaboration, and support
Users of shared/community spaces	Co-ordination and Collaboration
Contractors	Management
Facility neighbours	Information and Co-operation
Current and potential donors	Professional
Current and potential funding organisations	Professional
Relevant government departments	Professional
Housing Residents	Support, Professional

<b>Formal Qualifications and Training</b>	<b>Required</b>	<b>Desirable</b>
Relevant tertiary business qualification or equivalent knowledge, skills, and experience	✓	
Relevant tertiary qualification or equivalent experience in social work, education, community health, mental health, or youth work	✓	
Comprehensive First Aid certificate	✓	
Emergency management qualification or training		✓

<b>Key Competencies/Knowledge/Skills/Experience</b>	<b>Required</b>	<b>Desirable</b>
3–5 years' experience managing a community facility or similar, including maintenance contracts, facility H&S, and financial and budget management.	✓	
Excellent written and verbal communication skills, including public speaking	✓	
Demonstrated experience in fundraising or donor relationship management		✓
Experience working in youth environments, with a strong commitment to young people and demonstrated use of a Positive Youth Development Aotearoa <sup>(2)</sup> .	✓	

Strong problem-resolution and decision-making skills, with the ability to clearly identify issues, evaluate alternative solutions, assess risks and benefits, seek input from others, and make sound, well-reasoned decisions.	✓	
Understanding and appreciation of cross-cultural issues and concerns. Knowledge of tikanga Māori, and Pacific peoples' culture	✓	
Understanding of the issues faced by young people who are refugees or migrants.	✓	
Ability to build and maintain positive stakeholder relationships and effective networks across and within organisations, including facilitating meetings and training and development opportunities	✓	
Proficient in core Microsoft platforms.	✓	
Able to adapt to and learn new software systems, including CRM platforms, Xero, and Nexodus.	✓	
Demonstrated attention to detail	✓	
Proven organisational and planning skills	✓	

Notes

(1) as defined by the Ngā Paerewa Health and Disability Services Standard

(2) PYDA Positive Youth Development Aotearoa