

## **Position Description: General Manager**

**Organisation:** FirstMate

**Position Title:** General Manager

**Reports To:** FirstMate Board of Directors (Chair)

**Direct Reports:** Lead Navigator, Communications, Finance contractors

**Employment Type:** Contract, Part-time (up to 40 hours a month)

**Salary:** \$60,000 per annum

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### **About FirstMate**

FirstMate is dedicated to supporting the mental health and wellbeing of people working in New Zealand's seafood sector. Through our Navigator network and 0800 ADRIFT phone line, we provide accessible, confidential support to fishers, marine farmers, and their families across the country.

Following an external review, FirstMate is transitioning to a refined operational model that enhances our impact and sustainability while maintaining strong connections with the seafood community.

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### **Position Purpose**

The General Manager is responsible for the strategic leadership and day-to-day management of FirstMate, ensuring the effective delivery of mental health and wellbeing services to the seafood sector. This role provides operational oversight, financial management, and stakeholder engagement while supporting the Board in governance and strategic decision-making.

The General Manager works collaboratively with the Board, Lead Navigator, Navigator network, and key stakeholders to achieve FirstMate's mission and maintain organisational sustainability.

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### **Key Responsibilities**

#### **1. Operational Oversight**

- Provide overall leadership and management of FirstMate's operations, ensuring alignment with strategic objectives and Board direction
- Manage the Lead Navigator, providing guidance, support, and performance management
- Ensure operational systems, processes, and policies are fit-for-purpose, regularly reviewed, and effectively implemented
- Manage project delivery, including oversight of any contracted services
- Ensure compliance with all legal, regulatory, and contractual obligations
- Lead continuous improvement initiatives to enhance service delivery and organisational effectiveness

#### **2. Financial and Contract Management**

- Manage FirstMate's financial operations, ensuring sound financial management and sustainability
- Oversee day-to-day financial administration, including accounts payable/receivable, payroll, and banking
- Monitor cashflow and financial performance against budget, providing regular reports to the Board
- Ensure accurate and timely financial record-keeping and reporting in compliance with accounting standards
- Negotiate, manage, and monitor contracts with service providers, consultants, and suppliers
- Ensure all contractual deliverables are met and relationships with funders are well-maintained

### **3. Planning and Budgeting**

- Lead the development of annual operational plans in alignment with FirstMate's strategic direction
- Prepare comprehensive annual budgets for Board approval, including revenue projections and expenditure planning
- Prepare multi-year financial projections to support long-term sustainability planning
- Lead strategic planning processes in collaboration with the Board
- Set organisational KPIs aligned with funder requirements and strategic objectives
- Support the Board in reviewing and updating FirstMate's strategic direction

### **4. Governance Support**

- Serve as the primary liaison between the Board and operational activities
- Prepare comprehensive Board papers, reports, and briefings for Board meetings
- Attend Board meetings, provide updates, and implement Board decisions
- Inlead Board meeting preparation, agenda setting, and follow-up on action items
- Coordinate Board recruitment processes as required
- Maintain corporate records and ensure compliance with trust/organisational governance requirements

### **5. Stakeholder Relations**

- Foster collaborative relationships that enhance service delivery and organisational impact
- Represent FirstMate in industry forums, sector meetings, and relevant councils
- Ensure FirstMate maintains a positive reputation and strong sector presence

- Act as a spokesperson for FirstMate where appropriate

## **6. Fundraising and Revenue Development**

- Develop and implement fundraising strategies targeting industry partners, government, philanthropic organisations, and other potential funders
  - Identify new funding opportunities aligned with FirstMate's mission and strategic priorities
  - Ensure funder reporting requirements are met and relationships are well-maintained
  - Prepare compelling cases for support, demonstrating impact and value
  - Monitor the funding landscape and adapt fundraising strategies accordingly
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## **Key Relationships**

### **Internal:**

- FirstMate Board of Directors
- Lead Navigator
- Navigator network
- Project Manager (as engaged)
- Administrative and advisory contractors

### **External:**

- Seafood Representative Entities (SREs)
  - Ministry for Primary Industries (MPI)
  - Maritime New Zealand
  - Rural Wellbeing Fund administrators
  - Mental health and wellbeing service providers
  - Industry stakeholders and sector bodies
  - Financial and legal advisors
  - Grant funders and philanthropic organisations
  - Fishers, marine farmers, and their families
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## **Essential Skills and Experience**

### **Operational and Leadership Experience**

- Proven experience in a senior management role with responsibility for operational delivery

- Demonstrated ability to lead, motivate, and manage staff and/or contractor relationships
- Strong organisational and project management skills with ability to manage multiple priorities
- Experience developing and implementing systems, processes, and policies
- Understanding of quality assurance and continuous improvement principles

#### **Financial Management**

- Strong financial management skills including budgeting, forecasting, and financial reporting
- Experience managing contracts and ensuring compliance with funding agreements
- Ability to interpret financial data and provide strategic financial advice
- Experience working with accountants, auditors, and financial advisors
- Understanding of not-for-profit financial management (desirable)

#### **Governance and Strategic Thinking**

- Experience working with governance boards, preparing board papers, and supporting board decision-making
- Strategic thinking capability with ability to translate strategy into operational plans
- Understanding of governance principles and risk management
- Experience in policy development and organisational compliance

#### **Stakeholder Engagement and Communication**

- Excellent interpersonal and communication skills (written and verbal)
- Proven ability to build and maintain relationships with diverse stakeholders
- Experience representing an organisation externally and managing reputational matters
- Skilled in stakeholder consultation and collaborative approaches
- Cultural competence and ability to engage respectfully with diverse communities

#### **Fundraising and Business Development**

- Demonstrated experience in fundraising, grant writing, and revenue development
- Ability to develop compelling funding proposals and cases for support
- Experience managing funder relationships and meeting reporting requirements
- Understanding of the New Zealand funding landscape (government, philanthropic, industry)

#### **Sector Knowledge**

- Understanding of New Zealand's seafood sector, including fishing and marine farming operations (desirable)

- Awareness of the unique challenges, culture, and working conditions within the industry
  - Understanding of mental health and wellbeing in high-stress or isolated work environments (desirable)
  - Knowledge of rural and regional community dynamics
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### **Desirable Skills and Experience**

- Understanding of mental health and wellbeing service delivery
  - Experience in the primary industries, maritime, or rural sectors
  - Experience managing remote or geographically dispersed teams/networks
  - Knowledge of volunteer coordination and community networks
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### **Personal Attributes**

- Strategic thinker with practical problem-solving skills
  - Self-motivated and able to work independently with minimal supervision
  - Resilient and adaptable in a changing environment
  - High level of integrity, professionalism, and discretion
  - Empathetic and committed to mental health and wellbeing
  - Strong relationship builder with authentic communication style
  - Collaborative approach with ability to work across diverse stakeholder groups
  - Commitment to FirstMate's mission and values
  - Results-oriented with strong accountability
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### **Other Requirements**

- Current New Zealand driver's licence
- Willingness to travel regularly to meet with stakeholders, attend sector events, and support navigator activities
- Flexibility to work occasional evenings or weekends for events or meetings
- Ability to work remotely with access to reliable internet and appropriate workspace
- Commitment to ongoing professional development
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