



Position title: Branch Manager (Auckland)

Department: Branches

Reports to: General Manager Representative Services and Strategy

Location: Auckland

About the Law Society

The New Zealand Law Society | Te Kāhui Ture o Aotearoa is the professional body for barristers and solicitors in New Zealand. The Law Society regulates all lawyers practising in New Zealand and is the membership organisation for practising lawyers. With 13 branches throughout the country, the Law Society is the Kaitiaki (guardian) of the practice of law in Aotearoa New Zealand and the consumers of legal services.

Position Purpose

To lead and manage the Member Services (Representative) activities of the Auckland Branch of the New Zealand Law Society for the benefit of local members and the wider Law Society.

The Auckland Branch is the Law Society's largest and most influential region. Building a programme of events and activities that capture the interest of Auckland Branch members, that are financially sustainable, retain membership and achieve growth, is a priority. Supporting these activities through sound business acumen, marketing, and promotion in collaboration with the Operations Lead and Branch Manager is fundamental to the success of the Representative Strategy. Relationships are central to the success of this role – reaching out and being visible is essential to maintaining positive relationships with stakeholders in the Auckland region.

This role also includes the management of a small team of Auckland Branch Member Services (Representative) staff.

Delegations

- Accountable for - Auckland branch Representative services staff

Key Internal Relationships

- Branch Council
- Auckland Branch staff
- Auckland Young Lawyers Committee
- Operations Lead/Branch Manager
- Business Development Manager
- Member Services (Representative) staff
- Auckland Librarians and staff
- All Law Society staff

Key External Relationships

- Local legal profession and Law Society members
- Members of the Judiciary
- The public
- The wider legal community
- Ministry of Justice Managers and staff
- University Law School Staff (as applicable)
- Sponsors and valued partners

Accountabilities/Responsibilities	Performance Measures
<p>Representative Strategy collaboration Liaise and work closely with the GM Representative Services and Strategy, Operations Lead and other Representative Managers to support the delivery of the Representative Strategy</p> <ul style="list-style-type: none"> • Ensuring that all events and programmes are in line with the “One Law Society” goal • Develop a membership strategy for the Auckland Branch • Ensuring the Auckland Branch is financially viable and contributes to the sustainability of the Representative function 	<ul style="list-style-type: none"> • Meet regularly with the GM Representative Services & Strategy • Liaise and collaborate with the Operations Lead and other Branch Managers • Contribute to achieving the strategic goals set by the Representative Strategy • Auckland Branch has a membership strategy • Auckland Branch is financially successful and achieves membership retention and growth
<p>Branch Accountabilities</p> <p>Lead and manage Branch Member Services (Representative) staff, activities, and events, in collaboration with the Operations Lead in line with Law Society policies and the Representative Strategy, including:</p> <ul style="list-style-type: none"> • Communication and engagement with local members through regular monthly e-bulletins, emails, notices, invitations, attendance and engagement at events and activities • Actively organise a calendar of branch events and encourage member/lawyer engagement and participation in branch activities and events that will appeal to a wide range of lawyers/members • Develop professional working relationships on behalf of the branch, with practitioners, special interest groups and communities of interest within the profession including large firms, the local bar, independent practitioners, in-house lawyers, other professional groups or 	<ul style="list-style-type: none"> • An annual branch programme of events is developed that is complementary to the wider Representative programme of events • There is regular and meaningful collaboration and cooperation with other branches • Ongoing collaboration and communication with other Law Society entities that offer networking, education, and learning • Branch services are delivered effectively, efficiently and consistently • Increased lawyer engagement with branch activities and communications • The Branch Member Services (Representative) staff are performing to a high standard • New revenue streams are identified and developed, and existing revenue streams are maximised • Annual targets and KPI’s set in agreement with the General Manager Representative Services & Strategy are met or exceeded

<p>organisations and Community Law Centres</p> <ul style="list-style-type: none"> • Assist with care and support of practitioners by providing and promoting wellbeing initiatives • Provide secretarial support to the Branch Council President and Council Members including organisation of council meetings, preparation of agendas, minute taking at the Branch Council Meetings and delivery of minutes to the Council, and other communications as required to council members • Financial management of branch and Young Lawyer activities and events in line with Representative Strategy and the annual branch budget • Day-to-day oversight and management of the Auckland Branch office premises in liaison with the Corporate Services Operations Manager 	<ul style="list-style-type: none"> • Branch Member Services (Representative) budget is managed so that it meets or exceeds targets
<p>Auckland office accountabilities</p> <ul style="list-style-type: none"> • Ensure the Auckland office reception is covered as required • Support the Corporate Services Operations Manager in directing the Receptionist/Facilities Co-ordinator to ensure the smooth running of the Auckland office 	<ul style="list-style-type: none"> • All phone and walk-in enquiries are handled promptly and courteously. Cover is arranged amongst appropriate staff when needed • Rooms are available and appropriately serviced as and when required • Regular coordination with Receptionist/Facilities Co-ordinator
<p>Developing and managing people</p> <ul style="list-style-type: none"> • Effectively lead, develop, and manage Auckland Branch (Representative) staff and positively influence their progress towards successful results • Effectively manage workloads to ensure they are equitable • Ensure performance objectives, reviews and discussions are completed in line with policies and procedures for all direct reports • Conduct regular team meetings to share information and update staff on new requirements and policies • Support and meet regularly on 1:1 basis with direct reports to achieve objectives, identify personal development opportunities, recognise 	<ul style="list-style-type: none"> • Each team member understands clearly what is required of them and receives regular constructive feedback on progress • Each team member understands their contribution to outputs • Performance reviews are completed thoroughly within specified timeframes • Employees have a training and development plan approved by the direct reporting manager and the GM Representative Services and Strategy • Employee issues (including non-performance issues) are successfully addressed in a timely manner • Leave liability is kept at a reasonable level

areas of improvement and establish solution-based outcomes	<ul style="list-style-type: none"> Staff are fully informed on relevant information, and organisational policies and procedures are complied with
Other duties <ul style="list-style-type: none"> All other duties as reasonably required by your manager 	<ul style="list-style-type: none"> Achieved as required.

Safety and Wellbeing

As a management position the incumbent is required to demonstrate leadership of all health and safety matters for their area of responsibility. This means ensuring that the Society complies with its obligations under the Health and Safety at Work Act 2015 and that staff are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and mitigated so far as is reasonably possible. Specific responsibilities for this role are:

- ensure that the health and safety resources and processes are in place and are being appropriately used.
- engage with staff and contractors to enable proactive participation in matters related to health and safety.

Skills, Knowledge, and Experience

To be effective in the position of **Branch Manager (Auckland)** you must have the following knowledge, skills, and experience:

- Familiarity with implementation of membership strategy supporting retention and growth
- 5+ years management experience in a membership organisation and delivering membership services
- Commercially minded with good skills and experience in marketing and business acumen
- Well-developed communication (oral and written) and relationship management skills and experience. Able to speak with confidence in public
- A good networker who enjoys meeting people and attending events
- Capable and confident marketer and event facilitator who has proven experience creating successful learning and social event programs and can build participation in branch activities
- The ability to interact positively, build and maintain positive relationships with key stakeholders
- The ability to exercise good judgment across a wide range of policy and operational activities and functions
- Proven ability to manage a sustainable budget
- Demonstrable leadership and management skills in a comparable role
- A track record of offering innovative solutions and ideas
- A high level of computer literacy and experience using email marketing tools
- A flexibility and willingness to undertake a variety of work
- An understanding and appreciation of the legal profession and the services lawyers provide