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## POSITION DESCRIPTION: NATIONAL SUPPORT LEADER

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<b>Position:</b>	National Support Leader
<b>Position status and location:</b>	Permanent Fulltime position, location in a PSA office
<b>Reporting to:</b>	Assistant Secretary
<b>Staff reports/management:</b>	<b>None</b>
<b>Day to day reporting, leadership and oversight</b>	Membership Team, Organising Administrators, Education administrators Education organisers, Growth team and Te Roopu Tohutohu Manaaki – Member advice support centre,
<b>Cost Code sign-off:</b>	Day to day responsibility for team budgets, with the ultimate budget responsibility sitting with the Assistant Secretary
<b>Date:</b>	<b>September 2025</b>

### **Purpose of this position**

To provide leadership, guidance and give direction, mentoring, and collegial and professional support to support and organising teams. To provide leadership pertinent to each team, including prioritisation, work allocation and content and relevant aspects of organising/support for organising.

### **Treaty of Waitangi**

The PSA affirms te Tiriti o Waitangi/the Treaty of Waitangi as the founding document of Aotearoa, New Zealand and is committed to the Treaty principles of partnership, protection and participation in activities pursuant to the purpose and objects of the union as they relate to the working lives of members.

PSA underpins this with the Ngā Kaupapa principles with a Te Ao Maori practical application through our policies and strategies in order to make a positive difference across PSA and our membership.

## Working relationships

Internal	Internal democratic structure	External
NSL Team Te Rāngi Kaitakawaenga Māori / NSL - Māori He Tangata He Ahurea Assistant Secretaries Te Kaihautū Māori Secretariat General Manager Organising Administrators Membership Unit Member advice and support centre Education Team Growth team Support teams Organisers including lead organiser delegate education	Sector committees Delegates Other relevant committees	CTU Employers Members

Key Accountabilities	Activities
<b>Participate in the team of NSLs, including the national sector leads and national strategy lead roles, and He Tangata, he Ahurea, NSL Maori</b>	<ul style="list-style-type: none"> <li>• Contribute to the team functioning</li> <li>• Attending team meetings</li> <li>• Constructive contribution to NSL team work plan</li> <li>• Report to the Assistant Secretaries any issues which require escalation or enhanced support</li> <li>• Work collegially and co-operatively within the wider PSA</li> <li>• Comply with PSA policies and strategies</li> <li>• Work with Assistant Secretary to contribute to the budget setting</li> <li>• Represent the work of the relevant teams, in the NSL meetings and when required, at leadership meetings</li> <li>• facilitate information flow between teams and other NSLs</li> </ul>

Key Accountabilities	Activities
<p><b>Oversee the growth operations and development of the team, along with the Assistant Secretary.</b></p>	<ul style="list-style-type: none"> <li>• Lead the codesign and implementation of teams’ work priorities and plans, supported by the relevant Assistant Secretary</li> <li>• Work with General Manager, Assistant Secretaries and finance team to set budgets for the team budgets and manage the budgets with the support of AS Operations and Systems</li> <li>• Convene regular meetings with respective teams</li> <li>• Regularly monitor and assess PSA’s strategic plan and its alignment to the work priorities of teams</li> <li>• Support the use of good systems and processes</li> <li>• Collectively set goals and measure progress against those goals</li> <li>• Ensure good communication and integration between strategy and support teams and the industrial part of the union</li> <li>• Lead continuous improvement through collection of relevant data and collegial critical analysis</li> <li>• Regularly meet with teams and team members to provide support for their work</li> </ul>
<p><b>Support for team members</b></p>	<ul style="list-style-type: none"> <li>• Work with other NSLs to support team members to prioritise workloads including training development and the taking of planned leave</li> <li>• Provide or source advice on technical matters where there is a need</li> <li>• Encourage the use of ‘opportunity for improvement’ systems, and ensure the implementation of system and operational changes where those are needed</li> <li>• Responsible for ensuring union strategic priorities are communicated effectively and implemented within the team</li> <li>• Support team members by coaching, or sourcing appropriate coaching and training for individuals or teams where there are identified needs.</li> <li>• Ensure team members have leave plans in place, and adhere to safe workplace practices</li> <li>• Provide on-going support for team members through regular coaching and mentoring discussions and assistance with prioritisation of work and managing workload. Support team members with continuous improvement.</li> </ul>

Key Accountabilities	Activities
<b>Staff Leadership</b>	<p><b>Local team support</b></p> <ul style="list-style-type: none"> <li>• Takes a leadership role in local office teams, supports the team with work allocation discussions and wellbeing of office team members</li> </ul> <p><b>With allocated team members</b></p> <ul style="list-style-type: none"> <li>• Provides regular and ongoing 1-1 meetings with team members allocated</li> <li>• Identify any development and performance or work issues, manage these at a low level and escalate when required</li> <li>• Discuss leave plans, manage leave balances, ensure a plan is in place to ensure work is covered when team members are on leave, this may include working with the local team Assistant Secretary</li> <li>• Has the ability to direct work and staff when/where required</li> <li>• Responsible for holding individuals or teams to account for work plans</li> <li>• Management of the effective use of allocated resources which could include prioritisation</li> <li>• Takes a hands-on approach to supporting good induction for new staff members allocated to them</li> <li>• Provide wellbeing support to team members allocated.</li> <li>• Involved in recruitment process where suitable</li> </ul>
<b>Support team members' technical work</b>	<ul style="list-style-type: none"> <li>• Maintain technical and legal knowledge where appropriate in order to effectively support team members in their work</li> <li>• Remain familiar with PSA membership system, its functions and its use, and advocate for improvement and changes to that system as needed</li> <li>• Work effectively with other teams within PSA, whose work is required for the support teams to function</li> <li>• Responsible for developing, evaluating and reporting on team outcomes</li> <li>• Manage relationships between team members and encourage good self managing team practices</li> <li>• Identify stakeholders</li> <li>• Build and maintain relationships with crucial stakeholders</li> <li>• Promote good health and safety practices and worker participation</li> </ul>
<b>Responsible for PSA Values, Organising Practice and strategies.</b>	<ul style="list-style-type: none"> <li>• Promote a strong and constructive image of PSA and its strategies and align all work with the overarching PSA strategic goals</li> <li>• Promote unions, social justice and workers rights generally</li> <li>• Participate in PSA activities as an affiliate of the union movement</li> <li>• Provide skills for teams to operate optimally</li> <li>• Responsible for supporting teams to self manage</li> <li>• Role model attitudes and behaviours and skills and pass on</li> </ul>

Key Accountabilities	Activities
	<p>knowledge to individual team members</p> <ul style="list-style-type: none"> <li>• Attend and participate in key CTU and union related events where required as a represented of the PSA</li> </ul>
<p><b>Accountabilities for NSL Support organising teams</b></p>	<ul style="list-style-type: none"> <li>• Work with Education Organisers, including the Lead Organiser, and other NSLs to ensure a delegate development programme is in place for the union</li> <li>• Ensure the development of the PSAs member and delegate education programmes and resources.</li> <li>• Assist with the development of enterprise specific, joint delegate and management development programmes with input of lead organiser delegate education and relevant NSLs</li> <li>• Ensure PSA Education organisers are linked in with wider union education groups and development opportunities</li> <li>• Work with Organisers in the Member Advice and Support Centre to support effective case management, record and report on collated information about member issues</li> <li>• Lead the promotion of member contact with Te Roopu Tohutohu Manaaki and lead continuous improvement utilizing member feedback and other information</li> <li>• Work with other NSLs to ensure Te Roopu Tohutohu Manaaki has a good information flow across the union in a way that is timely</li> <li>• Ensure there is a process in place to have regular reporting into the Te Roopu Tohutohu Manaaki and out of the Te Roopu Tohutohu Manaaki to relevant NSLS</li> <li>• Ensure the Te Roopu Tohutohu Manaaki has the resources and tools available to support members</li> <li>• Lead the ongoing development of recruitment initiatives and systems across the Growth team and Te Roopu Tohutohu Manaaki</li> <li>• Work with NSLs to develop the Growth team’s work programme taking into account the union priorities or opportunities</li> <li>• Work with Growth Team and NSLs to develop strategic approaches to building union membership and delegate structures and capabilities</li> <li>• Maintain an overview of the growth and development of the unions delegates and network representatives/ members</li> <li>• Support teams’ online organising and engagement with members in different online settings</li> </ul>

Key Accountabilities	Activities
<b>Accountabilities for NSL Support – Support teams</b>	<ul style="list-style-type: none"> <li>• Good understanding of the PSA membership system in order to support team members work</li> <li>• Promotes the utilisation of systems to best effect and lead or work alongside others to promote continuous improvement of systems and tools</li> <li>• Support team members if escalation is required externally</li> <li>• Has the ability to form, lead and conclude systems improvement processes with the aim of increasing efficiency</li> <li>• Knowledge of a number of system improvement processes and models</li> <li>• Encourage staff to build and maintain strong working relationships with relevant internal staff and teams</li> <li>• Monitor work flows of education admin team to ensure courses are planned in a timely equitable distribution</li> <li>• Ensure that all teams work allocation and work flows are equitability arranged with all required work being completed.</li> </ul>

## Person Specification

### Skills/Attributes

- Leadership and mentoring qualities. Lead staff by influence through relationships of mutual trust, respect and support. Work with team members on a day to day basis to promote reflection and continuous improvement. Ability to be able to give regular and ongoing feedback
- Recognise the importance of the union as an independent political and industrial organisation of workers and its strength as a collective (politically astute unionist).
- Recognise and interpret the broader issues over the long term and define the steps needs to achieve the vision and strategies (strategic thinker and planner).
- Create a strong clear direction for their work area and inspire a shared commitment in those they work with. Lead by example and give practical effect to the values and goals of PSA (democratic leader)
- Convey written and oral information using language and styles appropriate to the various needs of people and to ensure the target audience has been able to understand the message. This includes increasing levels of listening, tact and diplomacy in challenging situations. (constructive communicator).
- Prioritise work and set aside time for activities that will add to the longer term direction for the union. Recognise changing priorities and reorganise work flow to accommodate them. Complete work in ways that are efficient and meet deadlines and quality requirements (self manager).
- Contribute to the success of their team and PSA as a whole. Build cooperative working relationships with other staff and facilitate teamwork in other organisations. Get things done and achieve results in the team and the organisation (cooperative team member).
- Represent, liaise, lead and network with people to advance the interests of members.
- Negotiate, advocate and facilitate in organisations where PSA members work and other organisations whom activities impact on union members.
- Leading a culture that provides space to seek and accept view points and expertise that a diverse range of people bring to the work environment.

### Knowledge

Have demonstrated knowledge and familiarity with the following:

- Organising
- Membership system/s, Central filing system, member centre technology and other relevant systems
- Democratic and empowering leadership ability

- union movement in New Zealand
- NZ political, economic and social environment
- PSAs areas of coverage including enterprises and networks

### **PSA Employment Principles**

The management of the PSA is committed to being a good employer and providing a quality working environment; a process of constructive engagement with staff through their unions; and operating fair, transparent and consistent employment processes and good faith principles.

### **Our organisational values**

The PSA takes a strategic approach to unionism and our organisation values are:

- Solidarity - Kotahitanga
- Social Justice - Pāpori Ture Tika
- Integrity and Respect - Te Pono me te Whakaute
- Solution focused - Otinga Arotahi
- Democratic - Tā te Nuinga e Whakatau ai

### **Leadership and Management style in the PSA**

The PSA aims to achieve an optimal balance between an empowering leadership style and ensuring sufficient accountability for achieving the strategic outcomes of the union. To this end we support self-managing teams and strive for consensus where possible. NSL roles will be expected to support democratic team processes and provide the skills and support teams need in order to effectively self manage.

### **Health and safety**

Every staff shall take all practicable steps to ensure his/her safety at work and that no action or inaction of the staff causes harm to any other person.