

Kaitiaki o Te Ngahere (Community Manager)

Location: Te Ngahere, Cavendish Dr, Manukau

Reports to: Kaihautū (CEO)

Direct Reports: Community Hosts, Venue Coordinator, Support Staff

Salary Band: \$75,000 – \$85,000 (depending on experience)

Contract Type: Full-time, permanent

Overview

At Te Ngahere, we're growing an ecosystem for Māori and Moana innovators to thrive. More than just a building, our whare is a living, breathing ngahere - a forest of ideas, people, and kaupapa that are deeply rooted in culture and driven by collective uplift.

The **Kaitiaki o Te Ngahere** holds the ecosystem together. You are the protector, organiser and host. You ensure the right conditions for people to grow - supporting connection, collaboration, and kaupapa-driven enterprise.

You'll oversee the rhythms of the whare: welcoming members, hosting manuhiri, managing bookings, supporting events, and leading a small team. You'll also nurture the deeper layers - holding relationships, tuning into the needs of the community, and helping to shape the systems and programmes that make our ngahere flourish.

Key Areas of Responsibility

1. Membership (The Root System)

- Welcome and support our community of members – from permanent residents to casual users.
- Manage onboarding, engagement, and day-to-day needs.
- Create touchpoints that deepen belonging and purpose.
- Keep membership systems healthy, up-to-date and responsive.

2. Hireage (The Canopy)

- Manage space bookings for events, meetings, workshops and photography studio use.
- Ensure smooth and mana-enhancing experiences for all hirers.
- Keep processes tidy and consistent – from bookings to bump-out.
- Support access and affordability for kaupapa-aligned use.

3. Community Development (The Regeneration Layer)

- Build and hold relationships across the ecosystem – from artists and entrepreneurs to partners and funders.
- Support or co-design events, wānanga and workshops that grow capability, visibility and connection.
- Help identify community needs and opportunities for growth, and feed that into programme design.
- Be present and visible – this role is part leader, part host, part connector.

Operational Responsibilities (The Understory)

- Lead the day-to-day rhythm and life of the whare.
 - Maintain health & safety systems, access and security for all users.
 - Oversee space setup, cleanliness, and maintenance needs.
 - Manage a small team of kaimahi and coordinate suppliers (cleaners, IT, etc).
 - Keep bookings, CRM and other systems humming smoothly.
 - Collaborate on internal comms and marketing of memberships and events.
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Who You Are

- A natural host and organiser, confident across both logistics and people.
- Passionate about growing kaupapa Māori enterprise and indigenous creativity.
- Grounded, adaptable, and able to hold many threads at once.
- Experienced in leading teams and juggling priorities.
- Comfortable using systems and tech tools to manage workflows.
- Connected to or familiar with our South Auckland community and its potential.