NEW ZEALAND STRING QUARTET
TE RŌPŪ TŪRŪ O AOTEAROA

Position Title: General Manager/Kaiwhakahaere Matua

Reports To: Board of Trustees

Location: Wellington

Date: November 2026

New Zealand String Quartet Trust

Founded in 1987, the New Zealand String Quartet – Te Rōpū Tūrū o Aotearoa (NZSQ) is Aotearoa New Zealand's longest-running professional string quartet. Known internationally for creating genuine connections with audiences, the NZSQ brings performances that are intimate, accessible and deeply moving, making live chamber music an unforgettable shared experience for local communities of all ages. The New Zealand String Quartet Trust manages all activities of the NZSQ, and is a charitable trust registered with the Charities Commission of New Zealand.

Purpose of the Position

The General Manager/Kaiwhakahaere Matua leads the New Zealand String Quartet Trust and is responsible for delivering the organisation's strategic, operational and financial objectives in partnership with the Board of Trustees.

The General Manager/Kaiwhakahaere Matua provides leadership across all aspects of the Trust's activities, including strategic planning, financial management, fundraising, stakeholder relationships, people leadership, governance support, marketing and audience development, touring, education and community engagement. The role is responsible for building strong partnerships with funders, sponsors, presenters, donors, artists, government agencies, and sector colleagues, while ensuring the organisation operates with excellence, integrity and long-term sustainability.

Staff Responsibilities

This role is responsible for all artistic and administrative staff. The administration currently consists of a full-time Operations Manager and a full-time Marketing & Communications Advisor.

Key Relationships

Internal

- Chair and the Board of Trustees

- NZSQ Foundation
- Quartet Musicians
- Operations Manager and Marketing & Communications Advisor

External

- New Zealand venues and presenters Funding bodies, including Creative New Zealand, charitable trusts, and private foundations

- Strategic partners, including New Zealand School of Music-Te Kōkī
- Media partners, including RNZ Concert
- Patrons and supporters
- Other organisations and colleagues in the arts sector
- International partners

Key Result Areas

1. Strategic Leadership & Organisational Performance

The General Manager/Kaiwhakahaere Matua is responsible for working closely with the Board of Trustees, to develop, implement and monitor the Strategy, Strategic Plan, and annual Performance Framework

Key Tasks

- Advise and support the Board in strategic decision-making.
- Lead the implementation of the Trust's Strategic Plan and Performance Framework.
- Monitor organisational performance and report against agreed objectives
- Identify opportunities for innovation, growth, and continuous improvement
- Foster a culture of excellence, collaboration, integrity, inclusion, and innovation throughout the organisation.

2. Artistic & Programme Delivery

The General Manager/Kaiwhakahaere Matua works closely with the Quartet and partners to devise and deliver high quality artistic, educational, and community programmes that advance the Trust's mission and enhance its reputation nationally and internationally.

Key Tasks

- Support the planning and successful delivery of the Quartet's artistic activities.
- Enable the development and presentation of high-quality performances, educational initiatives and community programmes.
- Ensure programmes are delivered to a high artistic, operational, and financial standard.
- Oversee the effective marketing and promotion of all activities.
- Support artistic innovation and the development of new opportunities and partnerships
- Monitor and evaluate programme outcomes and impact.

3. Stakeholder & Sector engagement

The General Manager/Kaiwhakahaere Matua develops and maintains strong and productive relationships that strengthen the Trust's impact, reputation, and influence within Aotearoa and internationally.

Key Tasks

- Build and maintain effective relationships with presenters, venues, educational institutions, community organisations, sector partners, and international agents.
- Represent the Trust in professional and community settings.
- Develop opportunities for collaboration and strategic partnership.
- Advocate for the role and value of chamber music and the wider arts sector.
- Promote the Trust and its contribution to the music sector and Aotearoa's creative industry, and the impact it has on communities throughout the motu.

4. Financial Sustainability & Resource Development

The General Manager/Kaiwhakahaere Matua works closely with the Board and administrative team to ensure the Trust is financially resilient and has the resources to achieve its objectives.

Key Tasks

- Lead financial planning and annual budgets
- Monitor financial performance and manage resources responsibly.
- Develop and implement fundraising, sponsorship, philanthropy and revenue-generation strategies.
- Build and maintain relationships with funders, donors and sponsors.
- Identify opportunities to diversify income and improve organisational resilience.

5. Operations, Risk & Governance

The General Manager/Kaiwhakahaere Matua ensures the Trust operates effectively and in accordance with legal, financial, and governance obligations.

Key Tasks

- Ensure compliance with legislative, contractual, and regulatory requirements
- Support the Board in meeting its governance responsibilities.
- Develop and maintain effective organisational policies, systems, and procedures
- Work with Board to identify and mitigate risk.
- Oversee annual audit

6. People & Culture

The General Manager/Kaiwhakahaere Matua ensures the Trust attracts, supports, and retains staff who contribute to a positive, values-led organisational culture.

Key Tasks

- Support musicians, administrative staff, and contractors
- Foster a workplace culture based on trust, respect, collaboration, and wellbeing
- Support professional development and capability building
- Ensure appropriate human resources and practices are in place
- Promote a safe, inclusive, and equitable working environment

Competency Summary

Execution	Relationships	Personal Qualities
Arts and Business Acumen Keeps up to date with music industry trends, politics and commercial imperatives to increase or expand current opportunities. Identifies and acts upon opportunities. Recognises signs in the environment and interprets them in relation to impact, opportunities and risks.	**Building Strategic Partnerships** Builds, maintains and uses effective strategic partnerships, external to the organisation, to facilitate successful business execution.	**Commitment to Excellence** Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy.
Executive Decision Making Applies broad knowledge and seasoned experience when addressing complex issues; defines strategic issues clearly despite ambiguity; takes all critical information into account when making decisions; makes difficult, timely, high impact decisions.	**Communicating Effectively** Expresses and conveys information effectively to other people. This includes speaking, writing, presentations and listening and covers both formal and informal situations.	**Executive Disposition** Effectively relates to and identifies with Board and Quartet perspective; recognises the value of teamwork and works as a member of a collective in order to achieve organisational goals; conveys an image that is consistent with their role within the organisation.
Strategic Stakeholder Focus Focuses attention on meeting the needs of stakeholders ensuring their satisfaction; makes every effort to ensure that stakeholders are listened to by self and others.	**Gaining Commitment** Uses appropriate interpersonal styles and communication methods to gain acceptance of an idea, plan or process; effectively influences others (Quartet Musicians, stakeholders, those external to the organisation); adapts one's own behaviour to accommodate circumstances and individuals involved.	**Initiative/Innovation** Takes action to achieve objectives beyond what is necessarily called for; generates innovative and practical ideas to meet needs; recognises and seizes opportunities to improve on own and the organisation's performance.

Execution	Relationships	Personal Qualities
Business Execution Defines strategic outcomes, intermediate goals and operational requirements. Establishes courses of action to achieve artistic and business objectives; allocates resources – human, material, financial.	**Leadership** Uses appropriate methods and a flexible interpersonal style to help build a cohesive team; takes the organisation's vision, values and objectives into account when making decisions and plans.	**Personal Effectiveness** Maintains effective performance when under pressure, (such as time pressure, shifting/conflicting priorities or job ambiguity) when facing opposition from others or in ambiguous environments, acts professionally at all times.
Work Management Manages workload by prioritising work goals, requirements and areas of opportunity		**Impact** Creates a good impression, commanding attention and respect, showing an air of confidence and being seen as credible and knowledgeable.

Professional/Technical Skills and Knowledge

Applies the breadth of knowledge and understanding in position-related area achieved through study and/or experience.

- Has demonstrated knowledge of, and commitment to, music and a broad understanding of New Zealand's music and arts industries.
- Has a demonstrated interest in classical music.
- Has the ability to interact effectively and confidently with Board members, Quartet musicians and stakeholders
- Has previous experience in managing financial resources, ideally with an understanding of Xero.
- Maintains knowledge through belonging to appropriate professional bodies and attendance at appropriate conferences, seminars, networking meetings.
- Understands the principles and practices of the Te Titiri o Waitangi and shows willingness to learn and apply Te Ao Māori and tikanga Māori to the work of the NZSQ Trust
- Has an understanding of marketing and management processes
- Understands and can work within appropriate legislation.

Desirable:

- An appropriate tertiary qualification in music or business or equivalent experience

Confirmation of Job Description

Full name of employee: _____

Signature: _____

Date: _____

Signed on behalf of the New Zealand String Quartet Trust by:

Signature: _____

Date: _____