

Support Coordinator

Reports To	Director Organisation Development, Property and Legal
Location	Wellington
Direct Reports	Nil
Tenure	Permanent
Delegated Financial Authority	Nil
Last Reviewed	January 2017

Organisational Statement

Education New Zealand's purpose is to take New Zealand's education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

Team Purpose

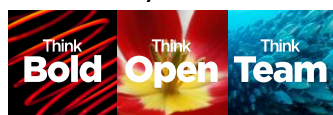
The purpose of the HR/OD team is to:

- Develop and enhance ENZ's capability through the management of savvy recruitment and selection practices, performance management, organisational development, change management, learning and development, remuneration and retention;
- Contribute to ENZ's culture by supporting and promoting key initiatives across ENZ;
- Leverage effective and sustainable relationships and networks with key external stakeholders, and in particular, NZ Inc agencies as well as contributing to education-wide meetings and programmes across the wider education sector;
- Manage ENZ's properties globally in partnership with Ministry of Foreign Affairs (MFAT) and NZ Trade and Enterprise (NZTE); and
- Provide a safe and healthy work environment for all staff through safety and well-being awareness programmes and initiatives across ENZ.

Role Purpose

The Support Coordinator is responsible for supporting the delivery and co-ordination of support services for Education New Zealand and providing support to the HR/OD team by:

- Being the first point of contact for ENZ for general and ad-hoc enquiries and reception management including liaising with staff and managers across ENZ and externally with clients and key stakeholders and key service providers;



- Providing organisational support across ENZ including coordinating the induction programme, mail and courier distribution, maintaining office supplies regularly and keeping all work areas including reception, kitchen, meeting rooms and storage room well maintained, clean and tidy;
- Providing administrative support to the HR/OD team including safety and wellbeing, file and document management, scheduling meetings (internal and external), preparing agenda and background information as required; and
- Providing coverage and back-up support to the Executive Assistant to the Chief Executive as required.

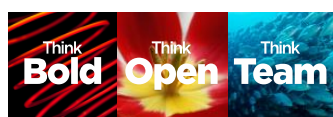
Relationship Management

The position maintains close and effective working relationships with:

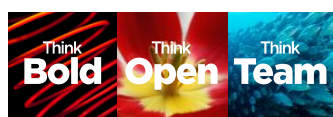
Internal	<ul style="list-style-type: none"> • HR/OD Team • Leadership Team • Staff and managers across ENZ
External	<ul style="list-style-type: none"> • Liaise with and maintain effective working relationships with external parties including: <ul style="list-style-type: none"> ○ Key service providers including OSH suppliers, landlords, tradespeople, cleaners ○ Travel agencies ○ Other government departments and agencies

Key accountabilities for this position

Reception Management	<ul style="list-style-type: none"> • Greet visitors to office and direct to appropriate staff member or meeting • Answer main phone calls and re-direct calls as appropriate • Distribute general information on the organisation to callers and or visitors • Maintain a clean and tidy reception area and other common areas including the kitchen and meeting rooms - maintaining a professional office appearance • Manage mail and courier distribution – inbound and outbound including diplomatic mail • Maintain ENZ's visitor and security access card register
Provide organisational support across ENZ	<ul style="list-style-type: none"> • Provide staff support by organising and/or scheduling business cards, travel and accommodation, ENZ team sessions, meetings and seminars, including equipment and catering and being the welcoming face of ENZ • Provide general support and back-up to staff as required e.g. photocopying, mail outs etc. • Coordinate and liaise with external service providers and suppliers, e.g. office equipment and supplies, property, cleaning maintenance and repairs



	<ul style="list-style-type: none"> • Maintain and ensure the staff telephone contact list is updated regularly and distributed to key staff • Oversee the filing and storage room • Provide support to the Finance team, including inputting new supplier information in the ENZ financial system
Provide administrative support to the HR/OD Team	<ul style="list-style-type: none"> • Coordinate the induction programme for new staff – liaison with the different teams to set up the new staff member via the joiner process, prepare induction packs and ensure workspace is ready for new staff member, present Safety and Wellbeing induction and office tour • Coordinate events and in-house sessions e.g. NZ Inc Day, staff engagement staff sessions etc. • Create, maintain and file personal files and HR files • Co-ordinate the annual Disclosure of Interest forms including filing and maintaining up-to-date register • Collate and send offer packs to the preferred candidate • Provide admin support for ENZ recruitment process • Coordinate and assist with staff exits • Prepare presentations • Coordinate team meetings and prepare documents required eg. Arrivals and departures spreadsheet, maintain team and 3W roster etc
Administrative support to the Leadership Team (LT), Board and EA to CE/Board	<ul style="list-style-type: none"> • Provide administrative support to the Leadership Team as required • Act as a backup for the EA to the CE/Board in their absence • Undertake diary management, scheduling of meetings, travel and accommodation and liaise closely with the EA to the CE/Board • Organise catering and venue hire as requested.
Safety and Wellbeing	<ul style="list-style-type: none"> • Promote Safety and Wellbeing initiatives across the organisation and provide key updates and information • Chief Floor Warden for the office • Coordinate Safety and Wellbeing events, e.g. flu vaccinations, work station assessments, first aid and floor warden training, committee meetings • Maintain Safety and Wellington registers and supplies, e.g. Injury, Illness, Incident Register, Safe Driving Register, emergency contact register and texting system, civil defence and first aid items • Co-ordinate and attend Safety and Wellbeing meetings, e.g. internal and external, BCP meetings with the education sector, prepare agenda and background information for meetings as required • Take reasonable care for his or her own safety and wellbeing • Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people • Comply, so far as reasonably able, with any reasonable instruction that is given to him or her by ENZ to allow ENZ to comply with the law • Cooperate with any reasonable policy or procedure of ENZ relating to health or safety in the workplace that has been notified to staff.
Professional Behaviour	<ul style="list-style-type: none"> • Work collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made. • Lead and model the ENZ “Ways of Working” (WOW) with the rest of the organisation.






	<ul style="list-style-type: none"> • Promote the purpose, WOWs, beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business. • Create and maintain corporate information to high standards to ensure we can meet our reporting obligations.
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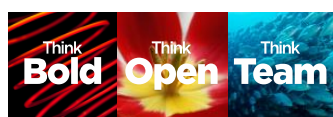
To be successful in this position

For this position the Support Coordinator needs to demonstrate the following:

- A minimum of two years relevant administration support experience and in-depth knowledge in office administration or business processes, customer services, databases
- IT savvy in using MS office including Word, Excel, PowerPoint and databases
- Ability to work calmly in a fast-paced, creatively driven team environment and negotiate effectively and juggle multiple tasks to meet deadlines
- Ability to be flexible and multi-task with good problem-solving skills, judgement and initiative and a positive “can do” attitude
- Excellent interpersonal and relationship management skills with a collaborative style of engagement
- Awareness of and sensitivity to cross-cultural issues when working with people from other cultures and countries
- Good communication skills, both oral and written
- Effective time management, planning, organisational skills and an eye for detail; with demonstrated ability to organise and motivate self to meet deadlines in a time pressured environment
- Demonstrated commitment of providing quality services and meeting customer needs

Our Ways of Working

	<p>Be rich in ideas and confident in the team’s ability to turn them in to realities. Be courageous. Constantly challenge what’s gone before and help shape what’s coming.</p>
	<p>Get involved. Be inclusive. Respect opinions, relish feedback. Listen, really listen. Discuss. Understand. Refine. You are restricted by the limitations of what you know. But, with an open mind, those restrictions disappear.</p>
	<p>Know that we are amongst the most knowledgeable, passionate and innovative people in our industry. Each of us is talented. But together, we are world class. It’s through our individual actions that we’ll find success together.</p>



Role Specific Competencies

Business Acumen	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology and information affecting his/her business and organisation.
Global Business Knowledge	Understands what works in many countries; understands what's different from country to country, understands global differences in customers, is learning agile and understands that different approaches work in different places.
Cross-Cultural Agility	Knows how to work the local culture; is not afraid of committing to a course of action to get started, has the courage of his/her convictions, understands the need for flexibility, won't let unresolved issues drift, is willing to start something and make adjustments along the way; is not afraid to try something never done before.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual, can present the unvarnished truth in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services, acts with customers in mind, establishes and maintains effective relationships with customers and gains their trust and respect.
Innovation Management	Has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others, can facilitate effective brainstorming, can project how potential ideas may play out in the marketplace.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of team or project members, empowers others, seeks input from peers and shares ownership and visibility, makes each individual feel his/her work is important, is someone people like working for and with.
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups, can solve problems with peers with a minimum of noise, is seen as a team player and is cooperative, easily gains trust and support of peers, encourages collaboration, can be candid with peers.

