Support Services Coordinator

Job Description

Date: May 2022
Location / Business Unit: Wellington
Reporting to: Support Services Manager
Position Type: Fixed-term (10 months), Full-time

The role / position purpose
To provide administrative support for Support Services and other parts of RNZ.

As an independent and commercial-free public service broadcaster, RNZ’s purpose is to serve the public interest.

Position accountabilities – what you’re responsible for

Administration:
- Manage / coordinate travel bookings.
- Preparation of Radio listings for publication by 3rd parties e.g. newspapers, Freeview
- Stationery management and ordering for RNZ.
- Administrative support for Support Services, particularly Facilities Management, emails, and other areas as required.
- Administrative support for meetings and learning and development programmes.
- Back up for Reception.
- Code and process expense claims, including taxi card, telephone, and credit card expenditure.
- Coding of invoices
- Document management / administration.

Secretariat Support for the Board and Leadership team
- Provide backup support for CEO’s executive assistant
• Assist in compilation of Board, Sub Committee papers and key accountability papers

General
• Back up for CEO’s Executive Assistant and other administrators, as required
• Administrative support for events / functions
• Collaborate and maintain effective liaison with other parts of RNZ.
• Undertake training and development as directed.
• Other tasks and assignments as may be required from time to time.
• Assist Support Services Manager with contract management.

Health and Safety
• Help co-ordinate Health and Wellness Programme for RNZ including meetings.
• Take responsibility for own health and safety and that of others.
• Comply with the Health & Safety policies and guidelines and complete responsibilities relating to the Health & Safety Business Plan.

Emergency Management / Lifeline Utility Role
• To maintain broadcast continuity in an emergency, you may be required to carry out other duties suited to your skills and experience. This may involve you being temporarily relocated to another RNZ site if required, usually in a major city.

Organisational
• Be aware of and adhere to RNZ’s Policies, including the Editorial Policy, Social Media Policy, Dignity at Work Policy and Code of Conduct.
• Participate in promotions or awards which help promote RNZ’s image and profile.
• Actively participate in and contribute to the development and achievement of own performance targets and the review of work priorities to achieve the organisation’s goals and objectives.
• Act in a manner consistent with Equal Employment Opportunities principles and practices.

Candidate profile / person specification

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<th>Qualifications</th>
<th>No formal qualification required.</th>
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| Knowledge & Experience | • Knowledge of general administrative functions and procedures.  
                          • Some information management experience would be advantageous, including the design and maintenance of filing systems. |
| Skills | • Excellent Microsoft Word skills.  
         • Excel spreadsheet skills.  
         • Excellent organisation and communications skills.  
         • Effective networking with cultural and other community groups. |
| Personal Attributes | • High level of initiative and flexibility.  
                     • Strong organisational skills.  
                     • An ability to produce accurate work to meet deadlines.  
                     • Customer-focussed  
                     • A positive and pro-active approach to assisting staff at all levels.  
                     • Sound and mature judgment.  
                     • Commitment to accuracy and meeting deadlines.  
                     • A positive and flexible approach to work assignments.  
                     • Collaborative team player. |
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Competencies

Leadership and Teamwork
- Helps make all team relationships work
- Works in a consultative and positive manner
- Manages disagreement in a constructive way, avoiding unpleasant confrontations
- Explains their reasoning so others can understand
- Accepts differences and looks for the positive

Strategic Capability
- Approaches each situation with a clear perception of limits and actual conditions in the context of their job and the organisation
- Makes connections between issues and allows flexibility in solutions
- Fulfils objectives communicated from the business plan
- Thinks creatively

Managing Self
- Adjusts rapidly to new situations
- Recognises responsibility for self-care in relation to health and safety and wellbeing
- Seeks, listens to and responds to feedback
- Balances different job responsibilities according to priorities, making progress in all areas
- Seeks help in a timely way
- Is accountable for their role and responsibilities
- Can be relied on
- Develops knowledge with sufficient depth for appropriate problem solving
- Applies intellect in a rigorous way
- Shows prudence and perspective in forming judgements, and flexibility in designing solutions
- Acts ethically

Outcome Driven
- Keeps current in specialist or technical areas
- Thinks laterally
- Is energetic, enthusiastic and positive about achieving goals and resolving issues within cost constraints
- Displays a high level of initiative, effort and commitment to RNZ and its Charter
- Continuously improves services
- Ensures that projects are completed in a timely manner and within budget

Building Relationships
- Demonstrates relationship building and communication skills
- Enlists the support of others to achieve RNZ’s goals
- Can enter into intense discussion without personalising issues
- Is respectful in all forms of communication
- Moves from their own position if the weight of evidence is against it
- Represents the organisation positively and effectively
- Establishes and maintains positive working relationships with internal business units
- Achieves the group’s objectives
- Takes account of circumstances when communicating with others

- Quickly adapts to need for change, is flexible in approach.
- Recognises the value of cultural and community diversity.