



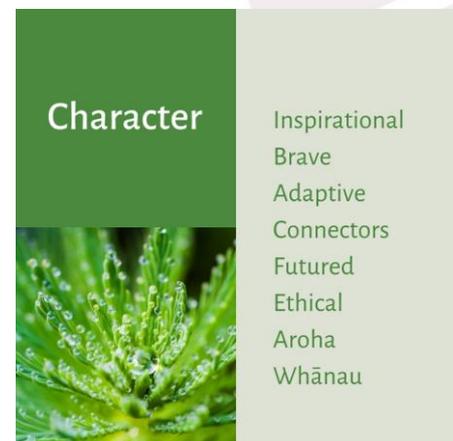
Operations Support Coordinator

Position description

Blueprint for Learning (Blueprint) is a leading provider of learning and development for people working in the mental health, addiction and social service sectors. We aspire to enhance the wellbeing of people and communities through inspirational learning.

Blueprint is best known for our range of mental health training. We are NZQA registered, demonstrating our commitment to quality, productivity, and customer satisfaction.

Blueprint is part of the Wise Group, a family of peak performing charitable entities working in areas from frontline service to software development. Blueprint works directly with Te Pou o te Whakaaro Nui (Te Pou), a national centre of evidence-based workforce development for the mental health, addiction, and disability sectors in New Zealand. They support organisations to implement policy and plan and develop their workforce with practical resources, consultation and education. They use a sound evidence base that builds better services to improve people's lives. The nature of the relationship between Blueprint and Te Pou may require the position to work across both entities at times.



Purpose

To provide exceptional operational support, planning and processes to support colleagues and contractors within Blueprint. This will be achieved through coordination and implementation of business support procedures to enable successful delivery of a number of training workshops and programmes.

There is a need to work and communicate effectively with co-workers and colleagues in other WISE group entities.

Focus

Your role will focus on the following areas:

1) Provide efficient operation support and administration across Blueprint for Learning

- Perform administration tasks using a variety of tools to provide smooth operational support of Blueprint, including, but not limited to: invoice processing, travel coordination, venue sourcing for workshops, supporting workshop resource collation and delivery, data entry, word processing, document formatting, presentation preparation, coordination, and information and equipment management.
- Locate, organise, enhance and share relevant information and resources to support decision making and effective service delivery to colleagues and contractors within Blueprint.
- Complete tasks in a manner consistent with the values of Blueprint.

2) Facilities and event management

- Assist with aspects of facilities and local event management such as registrations, room set up, hosting support and support for facilitators from time to time as required.
- Provide cover for reception and liaison with courier services.
- Raise any facility related issues with Wise Management Services.

3) Provide outstanding customer service

- Provide effective customer service and on-going liaison and exchange of information with people and service providers as appropriate, internally, externally and within the Wise Group.
- Communicate effectively, both verbally and in writing to provide information and support clearly, accurately, and concisely.
- Develop and maintain accurate files, records and information to accepted quality standards in line with Blueprint and Wise Group communication guidelines.
- General troubleshooting and liaising with staff regarding business systems and processes such as resolution of technology issues or maintenance of website content.

- Monitor and contribute to the Blueprint social media accounts.

4) Continuously seek new and improved ways of doing things

- Proactively identify system and process improvement opportunities and take appropriate steps to introduce and embed more efficient and effective systems and processes.
- Work collaboratively and cooperatively to maintain and enhance business systems and service delivery practices.
- Individual professional and personal development that supports the values, attitudes and Essential level of the Seven Real Skills of Let's get real.
- Utilise our internal Ngā Pou Tāhuhu framework to plan and implement work.

Attributes

You love what we do and enjoy proactively seeking new opportunities to enhance our contribution within the sector and in workplaces. You are excited by the prospect of change, and you keep the bigger picture in mind as you take a role within Blueprint for Learning.

You will demonstrate the following attributes:

Inspirational: inspiring others to be their best

Brave: the courage to meet challenges in pursuit of a better world

Adaptive: ability to change to suit different conditions

Connectors: connecting people and ideas for creative outcomes

Futured: Foresightful, forward looking and prescient

Ethical: Ethics before ego

Aroha: Love, caring, compassion and empathy for others





Whānau: Nurturing a family-like culture

Requirements

Essential

- 3 years experience working in a similar role, 5 years preferred.
- Ability to prioritise job tasks depending on workflow
- Responds flexibly and supportively to requests for assistance based on agreed business objectives.
- Excellent communication skills, both verbal and written.
- Excellent information technology skills, and intermediate and greater experience using Microsoft Office software suite and other software packages as required.
- Keen attention to detail.
- Ability to assess and balance the needs and expectations of diverse stakeholders.
- Participate and collaborate as a member of the team.
- Commitment to personally apply the principles of the Treaty of Waitangi in the work you do.
- Use inclusive and culturally relevant practices in your work.
- Embrace diversity and demonstrate inclusive behaviours.
- Use sound ethical processes with a customer service approach.
- Reflects the Essential level of Let's get real across the seven Real Skills in work practices.
- Display a passion for working with the sector to improve quality of life outcomes for people using mental health, addiction and disability services.

Preferred

- An understanding of the mental health, addiction and disability sector